



# **Report on Audit of MVD's Authorized Presence Policy and Data for Voter Registration Purposes**

Prepared for  
**Office of the Arizona Governor Katie Hobbs**

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# **Message from the Recorders**

As two former County Recorders, we know that voter registration serves as the foundation of our election system. Maintaining reliable and accurate voter registration records ensures that only eligible Arizonans participate in our democratic process and furthers public trust in our elections. Following state and federal laws to properly register voters and maintain accurate lists is a core responsibility for County Recorders and one that we both upheld diligently.

We participated in this audit to ensure that Arizona's election officials and the public have confidence in how proof of citizenship is verified when a County Recorder checks a voter registration record against the MVD database. Voter registration and MVD business practices are both complex, highly regulated areas that serve distinct purposes. Throughout our historic review, we found that statutory changes in one area failed to contemplate the challenges imposed by the changes to the other. Over time, as the statewide voter registration system and MVD technology advanced, MVD and election officials have identified and resolved these discrepancies.

This audit was a direct result of one such discrepancy - MVD and election officials identified an issue involving Arizonans who had been issued licenses prior to 1996 and who, given system changes over the years, were incorrectly coded as having provided proof of citizenship. This report concludes that MVD has provided election officials with the full list of active MVD records that could be impacted by this issue and that a solution is in place moving forward.

We encourage MVD and election officials to continue sharing information and collaborating with one another. As voter registration laws continue to change, maintaining a spirit of collaboration will serve all Arizonans.

Robyn Stallworth-Pouquette (Retired Yuma County Recorder) and Patty Hansen (Retired Coconino County Recorder)

# **Executive Summary**

Beginning in December 2004, state law required election officials to obtain documentary proof of citizenship (DPOC) to register a potential voter for a “full ballot,” which contains all federal, state, and local contests.<sup>1</sup> State law allows the use of an Arizona Driver License or Identification Card to serve as DPOC as long as it was issued after October 1, 1996, which was the date the Arizona Department of Transportation Motor Vehicle Division (MVD) began requiring proof of authorized presence<sup>2</sup> to issue new credentials.

The proof of authorized presence requirement for MVD credential issuance and proof of citizenship requirement for voter registration had similar grandfathering aspects. MVD customers with credentials originally issued prior to October 1, 1996 were not required to present documented proof of authorized presence to maintain or later renew their credentials. Voters similarly did not have to provide DPOC if they were registered to vote in their current county prior to 2004.

When a county enters a voter’s registration application into the Arizona Voter Information Database (AVID), the statewide voter registration database, AVID is programmed to query driver license records from the MVD system for DPOC needed for voter registration processing. The query returns data on the license issuance date, among other things, and AVID alerts the county when the license is issued on or before October 1, 1996.

If an applicant was issued a license on or before October 1, 1996 but got a license duplicate, renewal, or replacement after October 1, 1996, the operative issuance date in that person’s MVD record is updated to the date the new license was issued. Prior to September 2024, AVID was programmed to query the current (duplicate) issuance date and would not alert the county that the license was originally issued before October 1, 1996. This means the county would not know that the registrant did not have sufficient DPOC on file.

In 2016, this issue was noted in a news story and described by Maricopa County election officials as a “loophole.”<sup>3</sup> In September 2024, the issue arose again out of Maricopa County. At that time, MVD began working with the Arizona Secretary of State’s Office (SOS) to determine the extent of the issue and implement a solution.

MVD implemented a programming change for the AVID/MVD interface so that any duplicate issuance date for a pre-10/1/1996 license is masked when county officials run the AVID/MVD query, ensuring that anyone with a pre-10/1/1996 license can continue to be properly flagged in the AVID system and election officials know the license cannot be relied on as DPOC for voter registration purposes.

MVD also worked with the SOS to identify MVD customers and registered voters who were impacted. After identifying impacted MVD customer records, MVD undertook a manual review of all historical documents to further narrow the list and update customer records that had provided proof of citizenship. Ultimately, the review identified 202,760 impacted voters.

This report outlines MVD’s credential issuance process, the history of authorized presence values and MVD’s IT systems, and the development of the MVD/AVID interface, and presents key findings.

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<sup>1</sup> Originally, the law required DPOC for any voter registration. Following litigation, Arizona implemented a bifurcated system with “full ballot” and “federal only” voters. Voters who have otherwise completed a voter registration form and affirmed that they are citizens but have not provided DPOC may vote a “Federal Only” ballot, which contains only federal contests.

<sup>2</sup> Authorized presence is not the same as citizenship. To comply with federal and state requirements for MVD transactions, MVD verifies only that the customer’s presence is authorized in the United States, which may include citizenship as well as other legal immigration statuses.

<sup>3</sup> <https://www.abc15.com/news/region-phoenix-metro/central-phoenix/voter-fraud-non-citizen-able-to-register-to-vote-in-az-elections-law-enforcement-investigating> (active link as of January 23, 2024).

## **Authorized Presence Policy and License Issuance Process Description**

MVD issues credentials according to applicable laws and established policies and procedures. Details on relevant policies and procedures can be found in Appendix B and C respectively. Additionally, glossaries for terms used throughout these documents are located in Appendix A.

Policies and procedures have varied little since the earliest documentation available.<sup>4</sup> Before October 1, 1996, the law did not require MVD customers to show authorized presence in the United States in order to get a driver license, so MVD did not request or document authorized presence status. After October 1, 1996, authorized presence was required and MVD started to record it in the MVD system by designating a license as either:

1. Regular (also referred to as “non-foreign”), for those who demonstrated authorized presence with documents showing U.S. citizenship, or
2. Foreign (also referred to as “F-type”), for those who demonstrated authorized presence with documents showing foreign nationality (e.g., permanent residents, or those with temporary visas or employment authorization documents).

Since at least 1997, it has been the policy and practice of the division that customers seeking duplicate licenses do not need to provide additional proof of authorized presence. MVD issues duplicate licenses as a replacement to an existing, active credential. A duplicate is not an update, reinstatement, or renewal of a license. It is simply a copy of the previously-issued license and can be requested when, for example, a person loses their license or changes their address. While a person requesting a duplicate is required to verify their identity – i.e., that they are who they say they are – they are not required to show citizenship status. For MVD record-keeping purposes, when a person requests and is issued a duplicate license, the duplicate becomes the active credential in the MVD record, and the duplicate issuance date is what’s shown as the issuance date for the person’s active credential.

Additionally, while renewals and reinstatements have required proof of authorized presence to be demonstrated, acceptable documentation has included an existing record that confirms the identity of the customer in question (i.e. a matching photo stored in the system or by an existing card).<sup>5</sup> This effectively grandfathered in pre-October 1, 1996 customers indefinitely. The policy was changed in October 2024 to eliminate the use of a prior record as an acceptable form of proof of authorized presence. It remains acceptable to use other previously recorded proof (i.e. a birth certificate or passport) that was captured in the system.

For Real ID compliant or Commercial Driver Licenses (CDLs), proof of authorized presence is required to be documented in the system. This means that a pre-October 1, 1996 record would not be sufficient for issuance, renewal, or reinstatement of a Real ID or CDL. Thus, even during a conversion from a pre-1996 credential to a Real ID compliant credential or CDL, documented proof is required and recorded.

Appendix C describes the procedures for issuing a license. While minor changes to the credential issuance process occur regularly, the procedure for checking and recording authorized presence has had only minor changes. The appendices represent three main periods in MVD’s issuance history. Appendix C.1 details the process prior to June 2014, when

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<sup>4</sup> The majority of substantive changes in policy (as it applies to the collection, recording and use of authorized presence information) deal with acceptable proof for non-citizens, and therefore have no bearing on this issue.

<sup>5</sup> On May 19, 2019, MVD changed the 16.1.4 Establishing Authorized Presence policy to remove an item from the list of conditions that would require proof of authorized presence. See Appendix B.3. This change was made to align with the acceptable proof of authorized presence policy that had been in place since at least 1997. See Appendix B.4. The removal of this language was simply clarifying the existing policy that the record itself was sufficient proof by removing redundant language rather than actually eliminating a requirement for proof of authorized presence.

credentials were issued over the counter. Appendix C.2 covers June 2014 through April 2020, representing the time period when credentials were issued centrally from the legacy MVD system. Appendix C.3 describes the procedure from April 2020 to the present, using the MVD MAX system.

The biggest relevant change in procedure occurs in April 2020, with the conversion to the MAX system, which is described in the following section; however, this change did not impact the process for recording and presenting authorized presence for the purpose of voter registration.

The chart below summarizes when a customer with a non-foreign license is required to present proof of authorized presence for different credentialing activities. For the purpose of this chart, presentation of proof of authorized presence requires either physical presentation of an acceptable document (birth certificate, passport, etc.) or a scan of such document stored in the MVD system. The chart is organized to demonstrate changes to the policy and practice over time, specifically, at the beginning of the requirement to check authorized presence, at the time DPOC was required by Prop. 200, at the time of the current issue in fall 2024, and as the policy stands as of the publication of this document. As described above, because policies did not change substantially over the years, the values remain consistent between 2004 and 2024.

|                                                                 | <b>Is Required to Provide Proof of Authorized Presence for Non-Foreign Licenses</b> |                      |                         |                       |
|-----------------------------------------------------------------|-------------------------------------------------------------------------------------|----------------------|-------------------------|-----------------------|
| <b>MVD Credential Action</b>                                    | <b>1997 Policy</b>                                                                  | <b>2004 Prop 200</b> | <b>Prior to 10/2024</b> | <b>Current Policy</b> |
| Original Issuance                                               | Y                                                                                   | Y                    | Y                       | Y                     |
| Upgrade to CDL or Real ID                                       | Y                                                                                   | Y                    | Y                       | Y                     |
| Downgrade From CDL to Non-Real ID DL                            | N                                                                                   | N                    | N                       | N                     |
| Downgrade From Non-CDL/Real ID DL to ID                         | N                                                                                   | N                    | N                       | Y                     |
| Duplicate License                                               | N                                                                                   | N                    | N                       | N                     |
| Renewal of CDL/Real ID                                          | Y                                                                                   | Y                    | Y                       | Y                     |
| Renewal of Non-CDL/Real ID License                              | N                                                                                   | N                    | N                       | Y                     |
| Reinstatement of Non-CDL/Real ID DL After Administrative Action | N                                                                                   | N                    | N                       | Y                     |

# IT System Changes

On April 20, 2020, MVD system modernization efforts transformed a 1980's era mainframe legacy system into a contemporary cloud enterprise solution. The MVD system maintains all driver and vehicle records used to credential individuals, take driving privilege compliance actions, and title and register vehicles. The legacy system was nearing technical obsolescence, and it was difficult to find expertise to support the IBM Customer Information Control System (CICS) with an Information Management System (IMS) hierarchical database and software applications written primarily in PL1 and COBOL languages. In addition to obsolescence, the legacy system lacked modern system controls and designs that enhance system reliability and security and make system usage much easier.

The new enterprise solution, MAX, is based on a relational database with enforced referential integrity. Using a modern Microsoft development stack enables MVD to easily find and retain technical resources to support MAX. The MAX solution was engineered for flexibility, ease of support, and extension, allowing MVD to continuously improve business processes without being limited by underlying technologies.

As part of that system change, MVD began to record authorized presence with more detail. In the legacy system, when proof of authorized presence indicated that the applicant was not a citizen, the credential was marked as a foreign or "F-type" credential. All other records, including pre-October 1, 1996 records, did not carry a specific designation. After the conversion to the MAX system, customers with credentials were assigned an authorized presence type regardless of citizenship status. Existing customer records were converted to one of six types based on MVD's credential issuance requirements for authorized presence. Those statuses were:

|   |                            |
|---|----------------------------|
| 1 | Naturalized Citizen        |
| 2 | Resident/Permanent Alien   |
| 3 | Temporary INS <sup>6</sup> |
| 4 | US Citizen/Non-foreign     |
| 5 | Canada                     |
| 6 | US Territories             |

Records that were designated "foreign" in the prior system were assigned to a 2, 3, or 5 status. Records without a designation were assigned to a 1 or 4 status. Status 4 was referred to as US Citizen/Non-foreign specifically to indicate that they had either proven citizenship, or were recorded in the legacy system without a designation because they were issued prior to October 1, 1996. In June 2020, status 6 (US Territories) was collapsed into status 4 as it was found to be unnecessary for MVD purposes. In April 2024, the same decision was made for status 1 (Naturalized Citizens), thus all who had proven citizenship or whose credentials were issued prior to October 1, 1996 now have a status of "4 - US Citizen/Non-foreign."

When MAX went live, about 20,000 active records were converted to an authorized presence status of "null," indicating that the conversion logic was unable to determine to which category they should be assigned. This was usually the result of improperly recorded information in the legacy system (such as recording documentation type in the wrong field). These mistakes did

<sup>6</sup> INS stands for Immigration and Naturalization Service. This status is used for individuals with temporary authorized presence in the U.S. and does not make someone eligible to vote.



not impact the “regular” or “foreign” status of the license, but kept the system from assigning the more detailed (1-6) status in the data conversion process. When these records were found by MVD staff or when election officials received a null value to their query (discussed below), these records were manually researched and the proper value was assigned. In October 2024, MVD staff located all remaining active records with a null value and assigned the proper status.

## **Specific Changes to the MVD/SOS interface**

Since the implementation of Proposition 200 in 2004, MVD and the statewide voter registration system have had an interface to allow election officials to compare voter registration requests to MVD records. The section below outlines the three main iterations of this interface.

Between 2004 and 2007, the interface allowed SOS to send a file of new or modified voter registration records to MVD in a nightly batch and MVD automatically compared it to the database and provided a response file indicating the results. The documentation on this interface is sparse, mentioning a comparison of Social Security Numbers, but does not provide detail on what, if any, other information was compared to the MVD database. See “Summary - Existing System” section in Appendix D.

Beginning in mid-2007 through April 2020, MVD provided SOS with an extract of all customers with credentials in the MVD database. See Appendix D for technical design documents. The initial extract included prior Arizona driver license information, including prior issuance dates. An update file was then sent each night from MVD to SOS containing customer additions or modifications to the extract file, including the new issuance date of a new credential.

As a result, SOS would have had in their system, called VRAZ-II, the necessary information to flag credentials issued prior to October 1, 1996. However, it is our understanding now that the VRAZ-II system simply overwrote the existing data whenever MVD provided a new nightly file, eliminating the ability to determine whether the prior issuance date was before October 1, 1996. This meant that, in some cases, election officials were verifying citizenship against the wrong issuance date.

An October 2016 news story captures the issue. When a man was able to register to vote despite not being a US citizen, Maricopa County election officials cited a loophole in the voter registration system: He had gotten his original credential prior to October 1, 1996, then he had gotten a duplicate license after 1996, which changes the credential issuance date to the date of the duplicate license. This is consistent with MVD’s understanding that election officials were not using the provided extract file or update data to detect these situations. No changes to interfaces or additional data were requested by the SOS or other election officials at that time.

The extract and update file process continued until April 2020 when the MVD system modernization occurred. At this time, the interface was changed to a direct query of the MVD system. MVD and the SOS built the interface based on requirements from election officials and continued to provide essentially the same data elements as were in the update file, but on a real-time, as requested basis, rather than on a daily batch basis. Had the VRAZ-II system not overridden the original data, the SOS would have had the information necessary to verify pre-1996 issuance dates.



# **MVD Response**

In early September 2024, MVD and SOS discussed the impact on voter registration practices and how to identify impacted registrants. On September 6, 2024, a file was provided by MVD of all licensees that meet all of the following criteria:

- Had a current, active credential
- Had an authorized presence status source listed as data conversion from the legacy system
- Had a license prior to October 1, 1996
- Had been issued a duplicate license after October 1, 1996
- Had not had a CDL or TravelID
- Had not renewed or reinstated their license

Subsequently, the list was expanded by removing the last criteria, because MVD identified that customers who renewed or reinstated their license should also be included.

Additionally, MVD created a new customer characteristic (labeled “Pre-1996”) that could be used by election officials to determine if a registrant had been verified to have provided documentation of authorized presence. That customer characteristic was applied to all customers on the lists provided to SOS as well as inactive customers meeting the aforementioned criteria. This way, even if a customer did not have a current, active license, their status would be appropriately reflected if they returned to MVD and obtained a new license.

At the request of the SOS, MVD altered its response in the AVID interface to change the issuance date reported from the credential issuance date to a sentinel date. A sentinel date is an easily recognizable and specific date selected to represent information other than the specific and actual date. In this case, the sentinel date of February 14, 1912 was used as it was easily recognizable, clearly not an actual issuance date, and was prior to October 1, 1996. This approach was agreed upon as it required minimal programming changes to only the MVD system. The AVID system could immediately and correctly interpret the date with no additional programming. This change provided election officials with additional data they needed to process voter registration applications and updates going forward. The MVD will continue working with election officials to ensure the MVD/AVID interface provides the information needed.

Subsequent to these actions, the SOS and MVD discussed some MVD customer records that did not have an authorized presence status in the system and resulted in a “null” value being displayed in the return query. More detail about the origin of the “null” values is described in the preceding section. Historically, MVD handled “null” records on a case-by-case basis as needed. If election officials came across a null value for authorized presence, they could reach out to the MVD who would research and update the record’s status. As described above, MVD ensured all “null” values received appropriate authorized presence values.

This led MVD to realize that some of these records with null values may need the Pre-1996 customer characteristic. However, because the records’ authorized presence status was not converted from the legacy system, these records were not included in the lists previously provided to the SOS. MVD undertook a data review and provided the SOS with an additional list of 5,298 customers for the SOS’s review of potentially impacted registered voters. Upon review, SOS identified a very small number of them who were also registered voters.

MVD also manually reviewed customer records of all impacted registered voters identified by the SOS to determine whether historic records existed to determine authorized presence. The

legacy document management system has documentation provided by customers from 2008 to 2020. A team of 24 MVD employees completed a review of the legacy documentation system for each customer with any driver documentation to see if it was sufficient to prove an authorized presence status. This review resulted in the removal of the Pre-1996 characteristic from 20,258 customers.

Finally, when customers renewed, reinstated, or upgraded a license over the last two months, MVD collected documentation of authorized presence and removed the Pre-1996 characteristic on over 4,500 customers, averaging about 750 customers per week.

The SOS confirmed that 202,760 voters were impacted and would be contacted about needing DPOC.

## **Findings and Recommendations**

### **Collaboration between MVD and election officials**

This audit revealed the necessity of maintaining close communication with state and county election officials. The MVD and SOS decided to increase meeting cadence from monthly to weekly, and leading up to statewide elections, MVD will work with the SOS closely. Based on feedback from the Recorders, MVD will also work with the SOS to propose adding an MVD presentation at Election Officer Certification and Recertification. Many County Recorders and their staff are new and lack background about MVD's processes as they relate to voter registration. Finding regular time to share information and build relationships between the MVD and election officials will help eliminate issues in the future. Additionally, this collaboration is critical to ensuring that the MVD and election officials continue to evaluate and enhance the MVD/AVID interface.

### **U.S. Nationals**

Comparing the needs of MVD to the needs of election officials has revealed a gap under current law. A U.S. passport is sufficient both as verification of a driver license applicant's authorized presence in the United States under A.R.S. §§ 28-3153(D), -3158(C) and -3165(F), and as DPOC for voter registration purposes under A.R.S. § 16-166(F)(3). Specifically, a voter registration applicant need only provide a photocopy of the passport pages "identifying the applicant and the applicant's passport number. . . ." A.R.S. § 16-166(F)(3). This statutory provision does not take into account U.S. nationals, who **are not** U.S. citizens (and are thus ineligible to vote) but **are** eligible for U.S. passports and enjoy many of the same rights and privileges of citizens.<sup>7</sup> In other words, despite A.R.S. § 16-166(F)(3) authorizing U.S. passports as valid DPOC, there are certain narrow circumstances in which U.S. passports are held by U.S. nationals.

Under current federal law, U.S. nationals are persons from outlying possessions of the United States (i.e., American Samoa and Swains Island) and, provided certain criteria are met, persons born outside the United States and its outlying possessions to one or more U.S. national parents.<sup>8</sup> 8 U.S.C. §§ 1408, 1101(29).<sup>8</sup> A U.S. national may become a naturalized U.S. citizen.

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<sup>7</sup>*Certificates of Non Citizen Nationality*, U.S. Department of State - Bureau of Consular Affairs, <https://travel.state.gov/content/travel/en/legal/travel-legal-considerations/us-citizenship/Certificates-Non-Citizen-Nationality.html> (last visited January 14, 2025).

<sup>8</sup> Due to historical changes to federal immigration law and the status of current and former U.S. territories and possessions, however, other persons may qualify as non-citizen U.S. nationals depending on when and where they were born, their parentage, and other factors. See the United States Department of State's Foreign Affairs Manual, Volume 8, §§ 308.1 to 308.9 (available at <https://fam.state.gov/Volumes/Details/08FAM>) for different ways in which a person may qualify as a non-citizen U.S. national.

Because U.S. nationals have unlimited authorized presence in the United States and identical access to MVD services as U.S. citizens, MVD does not differentiate records between U.S. citizens and U.S. nationals. However, because U.S. nationals may possess valid U.S. passports, which constitute valid DPOC for voter registration purposes under A.R.S. § 16-166(F)(3), presentation of such a non-citizen passport to MVD (or even directly to a county recorder) would result in records showing that the person has provided DPOC despite not being a citizen. MVD does not presently know whether any U.S. nationals have been issued licenses after providing U.S. passports as proof of authorized presence and has no practicable way to ascertain how many U.S. nationals have an Arizona-issued driver license. However, given the narrow circumstances under which a person may qualify as a U.S. national and the fact that someone born a U.S. national may become a naturalized citizen, the number of U.S. nationals residing in Arizona is believed to be very small.

Importantly, all voter registration forms and ServiceArizona include a clear disclaimer that the applicant must be a U.S. citizen to register to vote and require the applicant to swear under penalty of perjury that they are a citizen. A.R.S. §§ 16-112(C), -152(A)(14), (18), (23).

#### Inactive MVD records

Working with the SOS as described above when the issue was identified, the MVD identified and provided all active, pre-1996 records to the SOS for comparison against the voter registration database. Active records were selected in conjunction with the SOS given that voter registration rules require an active MVD credential for an election official to confirm a new registration against the MVD system. However, MVD maintains data on inactive customer records (those whose credentials are expired or cancelled due to a credential being issued in another jurisdiction) and has coded any pre-1996, inactive records appropriately in the MVD system. This audit identified the need to confirm whether any inactive MVD records with the pre-1996 characteristic matched an active voter registration record. The MVD and SOS have identified 7,265 inactive MVD records that overlap with an active voter registration. The SOS and County Recorders should decide how to proceed with this list.

# Appendices Definitions

## Appendix A.1 – Credential Issuance Types

- **Downgrade** – When an individual removes their Commercial status to a Non Commercial or changes their status from Travel DL/ID to Non Travel DL/ID.
- **Duplicate** – A replacement for a Driver License (DL), Instruction Permit (IP), Identification License (ID) or Commercial Driver License (CDL) and may be issued at any time, with proper identification; as long as the license is valid and has no open withdrawal actions.
- **Original** – An applicant who has never been licensed in Arizona or cannot provide evidence of current licensing in Arizona, an applicant who is applying for a higher class of driver license than the license currently held by the applicant, or an applicant who has a license from a foreign country.
- **Reinstatement** – Is when an individual has met all required corrective actions and is now eligible to apply and pay all required fees to obtain their driving privilege.
- **Renewal** – Provided for applicants whose Instruction Permits (IP), Driver Licenses (DL), or Identification (ID) have either expired or will expire.
- **Update** – A replacement for a Driver License (DL), Instruction Permit (IP), Identification License (ID) or Commercial Driver License (CDL) when any of the pertinent information has been changed and may be issued at any time, with proper identification; as long as the license is valid and has no open withdrawal actions. This term was utilized during the legacy pre MAX system and is no longer applicable.
- **Upgrade** – When an individual increases their driving privilege from a Non Commercial (Class G/D) to a Commercial (Class A/B/C) or changes the status from a Non Travel DL/ID to a Travel DL/ID.

## **Appendix A.2 – Credential Classes**

- **Class A** – Any combination of vehicles with a GVWR of 26,001 or more pounds provided the GVWR of the vehicle(s) being towed is in excess of 10,000 pounds.
- **Class B** – Any single vehicle with a GVWR of 26,001 or more pounds or any such vehicle towing a vehicle not in excess of 10,000 pounds GVWR.
- **Class C** – Any single vehicle or combination of vehicles that does not meet the definition of Class A or B vehicles but that is either designed to transport 16 or more passengers including the driver; or is used to transport hazardous material as defined in 383.5.
- **Class D** – Issued to individuals who are over 18 years of age. Valid for operating a vehicle with a Gross Vehicle Weight Rating (GVWR) of 26,000 lbs. or less, including an autocycle.
- **Class G** – Issued to individuals who are under 18 years of age. Valid for operating a vehicle with a Gross Vehicle Weight Rating (GVWR) of 26,000 lbs. or less, including an autocycle.
- **Class I** – Issued solely for the use and convenience of the applicant for identification purposes. Does not grant an individual the authority to operate a motor vehicle.
- **Class IP (Instruction Permit)** – Allows an individual to drive when accompanied by a driver with Class D or higher license that is 21 years or older and occupies the seat beside the permit driver.
- **Class M** – Issued to individuals who are applying for a Motorcycle Driver License who are over the age of 18 and can be issued to under 18 provided the minor has held a Class M Instruction Permit for six months.
- **Class M IP (Instruction Permit)** – Allows the individual to drive a motorcycle unaccompanied during the day and on roads other than highways.
- **Travel DL/ID** – Allows the applicant to board a federally regulated commercial aircraft or to access restricted areas in federal facilities, nuclear power plants or military facilities.

## **Appendix A.3 – Credential Actions**

- **Active Customer** – Record of an applicant that is not deceased, not canceled, not closed.
- **Cancellation** – The annulment or termination of a driver license because of an error or defect or because the licensee is no longer entitled to the license.
- **Disqualification** – A prohibition from obtaining a commercial driver license or driving a commercial motor vehicle.
- **Expired** – An individual's Instruction Permit (IP), Driver License (DL), or Identification (ID) is no longer valid due to the expiration date of the credential.
- **Medical Revocation** – The licensee's privilege to operate a CMV on the public highways of Arizona are terminated and shall not be renewed or restored, except that application may be made for a new license as provided by law after the cause of the revocation is removed or after expiration of the revocation period.
- **Medical Suspension** – The licensee's privilege to operate a CMV on the public highways of Arizona are temporarily withdrawn during the period of the suspension or until cause is removed and the application for reinstatement is made.
- **Revocation** – The driver license and driver's privilege to drive a motor vehicle on the public highways of this state are terminated and shall not be renewed or restored, except that an application for a new license may be presented and acted on by the department after one year from the date of revocation.
- **Suspension** – The driver license and driver's privilege to drive a motor vehicle on the public highways of this state are temporarily withdrawn during the period of the suspension.

## **Appendix A.4 – Event Management**

- **Compliance** – The action(s) the applicants must take to complete a withdrawal, such as paying a fee, providing documentation, or waiting a period of time.
- **Incidents** – Events that may impact a driver's privileges or a vehicle's status, such as DUIs, failure to comply with insurance requirements, etc.
- **Withdrawals** – The impacts to a driver's privilege or a vehicle's status as a result of the Incident. This includes stops, cancellations, suspensions, revocations, or disqualifications.



## **Appendix A.5 – Eligibility Confirmation Systems**

- **Commercial Driver Licensing Information System (CDLIS)** – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver license and one complete driver record.
- **Driver History Record (DHR)** – Consolidates driver records from across jurisdictions into one standardized record.
- **National Driver Register (NDR)** – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
- **Problem Driver Pointer System (PDPS)** – A system used to verify the eligibility of applicants for driver licenses and instruction permits. It checks all states for any suspension of the applicant's driving privileges.
- **Systematic Alien Verification for Entitlements (SAVE)** – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
- **Social Security Online Verification (SSOLV)** – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
- **State Pointer Exchange Service (SPEXS)** – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
- **United States Passport Verification System (USPVS)** – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.

# Policy Summaries

## Appendix B.1 – Voter Registration Policy

- **Policy 2.1.2 Voter Registration**
  - **11-23-2005** – Oldest version
  - **06-04-2010 Summary of Changes** – Added a new Section D for the Permanent Early Voting List (PEVL) option available through the Division. In addition, added “early ballot requests” to Section E.
- **7.1.2 Voter Registration** – replaced Policy 2.1.2 with the April 2020 rewrite.
  - **04-20-2020 Summary of Changes** – Standard work/procedure has been removed from the policy and updates have been made to reflect the new MAX System.
  - **09-29-2021 Summary of Changes** – The Permanent Early Voting List was changed to the Active Early Voting List (AEVL) in Section C.
  - **02-28-2024 Summary of Changes** – Added AZ MVD Now to Section B(3). Removed a record that indicates sex offender from Section E(2)(d). Updated Section E(1) to include that the customer is ineligible to vote if they are less than 18 years of age by the next general election.

## **Appendix B.2 – Acceptable Documentation Policy**

- **Policy 16.1.2 Acceptable Documentation**

- **07-25-2005 No Summary of Changes** – This was the first of the DL rewrite.
- **12-22-2005 Summary of Changes** – Clarifying that an Arizona Identification License is a primary form of identification, that an Identification License issued in any other state (other than Arizona), territory or possession of the U.S is a secondary form of identification, and that this policy pertains to driver and identification license transactions, only. In addition, minor changes were made to verbiage throughout the policy.
- **05-25-2006 Summary of Changes** – Adding the Arizona Certificate of Birth (Foreign Born) to the list of acceptable secondary forms of identification, three states to the list of states that do not require lawful presence, and information regarding the I-94 form (with photo) presented without a passport. Removing the following states from the list of states that do not require lawful presence: Alaska, Illinois, Iowa, Montana, Nebraska, Nevada, Oklahoma, Rhode Island, Vermont, and Wisconsin. Also, minor changes were made to verbiage throughout the policy.
- **09-19-2007 Summary of Changes** – Updating the list of states that do not require lawful presence, see Section L. Adding the United States Citizenship Immigration Services (USCIS) Classification Status C-1D to the list of classification statuses not eligible for a license.
- **07-03-2008 Summary of Changes** – Updating the list of states that do not require lawful presence, see Section L.
  - Also, Sections L and M are separated out with the primary and secondary documents.
  - Updating the list of states that do not require lawful presence, see Section L.
  - Section L and M are combined and a list of primary and secondary documents are no longer listed. A form reference was added instead.
- **08-17-2010 Summary of Changes** – Changes were made to the Title section to distinguish between driver license and title and registration policies, the Purpose section to refer the CSR to Policy 10.2.7 for title and registration transactions, Section B referencing Policy 18.2.6 for suspected fraud; Section I clarifying English translation requirements and added verbiage in Section E extending supervisor discretion to apply to transactions involving English translations.
- **09-28-2010 Summary of Changes** – Revised section M to include an affidavit issued by the Maricopa County Adult Probation Department as proof of authorized presence. In addition, minor formatting changes were made throughout the policy.
- **07-05-2011 Summary of Changes** – Revised Section H to conform to Laws 2011, Chapter 325, which added A.R.S. § 41-4801, prohibiting the acceptance of

a Consular Identification Card issued by a foreign government as a valid form of identification.

- **06-22-2012 Summary of Changes** – Revised Section H to conform to Laws 2011, Chapter 173, which provides for the implementation of the Address Confidentiality Program by the Arizona Secretary of State's Office.
- **09-17-2012 Summary of Changes** – Policy Sections D, E, I and J were revised and added Executive Order 2012-06
- **04-17-2014 Summary of Changes** – Added the word “customer” to identify the type of record in Section Q.
- **02-09-2016 Summary of Changes** – The policy was amended by updating Section O to reflect changes related to the Released Offender Identification card or Affidavit of Identification. Upon issuance of a credential the card or affidavit will be returned to the customer with any documentation presented. The CSR will not place a hole punch on any portion of the card or affidavit. Additionally, reformatted the entire policy.
- **02-2017 Summary of Changes** – Policy name was changed from Acceptable Documentation for Driver License, Instruction Permit and Identification License Transactions to Acceptable Documentation for Standard Driver License, Instruction Permit and Identification License Transactions. Revisions were made throughout the policy to only require two forms of identification. One document must be listed under the primary column of the Identification Requirements, form #96-0155.
- **05-13-2019 Summary of Changes** – Identification License was changed to Identification Card throughout the policy. The list for a customer to prove their identity was condensed into section C. A Note was added to Section C. Removed section D, the name and identifying number of each form of identification accepted is no longer listed on the application by the CSR. Removed Sections E and F. Additionally the policy was revised for conciseness and clarity.
- **3.3.2 Acceptable Documentation for Non-Travel Driver License, Instruction Permit, and Identification Card Transactions** – replaced Policy 16.1.2 with the April 2020 rewrite.
  - **04-20-2020 Summary of Changes** – Standard work/procedure has been removed from the policy and updates have been made to reflect the new MAX System.
  - **04-13-2021 Summary of Changes** – Changed the Arizona DL/ID Requirements form name and number in Sections C and H to conform to the revised form. Removed the reference to the Primary and Secondary Forms of Acceptable Documentation chart in Section H.
  - **02-10-2023 Summary of Changes** – No changes per the two year review.
  - **10-17-2024 Summary of Changes** – Removed the Note from Section C that allowed a database record of an extended Arizona driver license, commercial driver license, or identification license is acceptable proof of authorized presence and additional documents are not required.

- Oldest Version: 16.1.2



**Motor  
Vehicle  
Division**

Mail Drop 530M  
PO Box 2100  
Phoenix AZ 85001

**POLICY  
16.1.2**

## **ACCEPTABLE DOCUMENTATION**

### **Purpose**

To provide guidelines regarding acceptable forms of documentation used to establish a customer's identity (full name and date of birth) and/or authorized presence.

### **Policy**

- A. The Division ensures that a person conducting business with the Division meets the requirements for identification, age and authorized presence in the United States (U.S.) as set forth in policy, rule and statute, and that the documentation presented is genuine and in proper form.
- B. The Division will not process any transaction when the customer presents documentation (may include licenses) that does not appear legitimate/acceptable. When the Customer Service Representative (CSR) suspects the documentation does not belong to the customer or may be fraudulent, the CSR will copy all documents presented by the customer and, following current procedures, forward the copied documents and a properly completed Incident Report, form #46-4411, to:  
Arizona Department of Transportation  
Office of Inspector General, Title Fraud Unit or Driver License Fraud Unit  
Mail Drop 514M  
Phoenix, Arizona 85014

Note: Original documents are returned to the customer.

- C. For the purpose of proving identity, the customer must submit at least one form of identification listed on the primary identification list. The document must provide the customer's full name and date of birth (DOB). Exception: Some foreign passport and tribal agencies may issue a primary document with an incomplete DOB, see Policy 16.1.3 Establishing Name and Date of Birth.
- D. For the purposes of proving identity and authorized presence, the customer must present:
  - Two forms of identification, at least one of which contains a photo that is a clear and convincing image of the customer, or
  - Three forms of non-photo identification
    - Additional documentation may be required when the documentation presented is questionable or incomplete
- E. At least one of the forms of identification provided by the customer must be listed on the primary identification list. The second and/or third forms of identification must be listed on either the primary or secondary identification list. In exceptional circumstances where primary and secondary documents are not available, supervisory personnel may accept alternate documents for proof of identity and authorized presence.



## ACCEPTABLE DOCUMENTATION

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- F. The name and identifying number of each form of identification accepted shall be listed, legibly, on the application. For clarity and auditing purposes, the CSR shall not abbreviate source document types as "BC" could be interpreted as "birth certificate" or "bank card".
- G. Authorized Third Party Providers must photocopy all original source documents that were used to establish the customer's name, DOB, and authorized presence, see Policy 17.2 Authorized Third Party Provider. When applying at an Authorized Third Party Provider and again at a Customer Service field office, the customer must present the original documents that are indicated on the Driver License/Identification Card Application, as having been presented to the Authorized Third Party Provider.
- H. An International Driving Permit or International Driver License is not a valid form of identification (primary or secondary). The International Driving Permit, issued by the American Automobile Association or the American Automobile Touring Alliance, is a translation of the customer's out-of-country driver license. The International Driving Permit cannot replace a suspended or revoked driver license issued by another U.S. state or country.

### Document Requirements

- I. All documents must be:
  - 1. Written in English
    - Exception:
    - A "Certificate of Birth Registration" that is written in Spanish with captions in English may be accepted when issued by the Commonwealth of Puerto Rico
    - A title and/or registration document issued by another country
      - The title and/or registration document may be accepted when accompanied by an original English translation (performed by a qualified translator) and an Affidavit of Accuracy
      - The following persons are considered to be qualified translators:
        - An officer or employee of an official translation bureau or governmental agency
        - A professor or instructor who teaches the translated language in an accredited college or university in the United States
        - The Affidavit of Accuracy shall include the name of the course taught, be on the official letterhead of the school, and be notarized
        - An American consul in the country where the translated document was issued
        - A consul general or diplomatic representative accredited in the United States or other representative of a foreign government agency
  - 2. An original or a copy certified by the issuing agency
    - When accepting a certified copy, the certification attached to or on the document itself must be the original certification document
- J. A document faxed directly from the issuing agency to a Customer Service field office may be accepted only at the discretion of the supervisor or their designee. Authorized Third Party Providers must first obtain approval from the Third Party Management Support Unit, via e-mail at [qa@azdot.gov](mailto:qa@azdot.gov), prior to accepting a faxed document.

## ACCEPTABLE DOCUMENTATION

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K. A document is unacceptable when any of the following conditions are present:

- The document's security features indicate possible fraud (distorted, missing or obliterated)
- A document that requires/provides for a signature, is not signed
- Notary/witness requirements are not met, see Policy 10.2.3 Verification of Signatures
- Correction fluid (white-out) on pertinent information
- Erasure marks appearing on pertinent information
- Pertinent information is:
  - Missing
  - Illegible
  - Altered
  - Distorted or obliterated by a crease, fold, hole, tear, staple

### Acceptable Documents

L. Primary forms of identification are used to establish the customer's name, DOB and authorized presence in the U.S. The following documents are acceptable as primary forms of identification:

- Driver License or Instruction Permit issued in another state, territory or possession of the U.S., except (pursuant to A.R.S. § 28-3153) a license issued by a state that does not verify lawful presence is the U.S. under federal law
  - States that do not require lawful presence are Alaska, Hawaii, Illinois, Iowa, Michigan, Montana, Nebraska, Nevada, New Mexico, North Carolina, Oklahoma, Oregon, Rhode Island, Texas, Utah, Vermont, Washington, and Wisconsin
- U.S. territories and possessions include:
  - American Samoa
  - Federated States of Micronesia
  - Guam
  - The Marshall Islands
  - The Northern Marianas
  - Palau
  - Puerto Rico
  - The Virgin Islands
- Birth Certificate issued in any state, territory or possession of the U.S.
  - Hospital records/certificates and the California Certified Abstract of Birth are not accepted for proof of name, DOB, or authorized presence
- Delayed Birth Certificate issued in any state, territory or possession of the U.S.
- U.S. Certificate of Birth Abroad
- U.S. Passport
- Foreign Passport with U.S. Visa (admission stamp or I-94 Form required in passport)
- I-94 Form (with photo) presented without passport
  - I-94 Form must have photo unless presented with an Arizona Refugee Medical Assistance Card issued by the Arizona Department of Economic Security, Refugee Medical Assistance Program
  - Classifications C-1, C-2, C-3, D-1, and D-2 are not eligible for a DL, CDL, ID and/or IP
- Resident Alien Card (issued after March 1977)

## ACCEPTABLE DOCUMENTATION

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- United States Citizenship Immigration Services (USCIS) Employment Authorization Card (I-688A, I-688B, I-766)
- U.S. Certificate of Naturalization
- U.S. Certificate of Citizenship
- Arizona Identification License
- Tribal Certificate of Indian Blood
- Tribal or Bureau of Indian Affairs Affidavit of Birth
- U.S. Military DD-214
- U.S. Military ID Card (active duty, reserve and retired)
- Record of a previous Arizona Driver License, Identification License or Instruction Permit
- Released Offender Card, issued by the Arizona Department of Corrections

M. Secondary forms of identification are used to establish the customer's name. The following documents are acceptable as secondary forms of identification:

- Driver License issued in any state, territory or possession of the U.S.
- Identification Card issued in any state, territory or possession of the U.S.
- Instruction Permit issued in any state, territory or possession of the U.S.
- U.S. Military Dependent ID Card
- U.S. Armed Forces Driver License
- Social Security Card
- Motor Vehicle Record or Clearance Letter (within 30 days of issue)
- Legal Guardian Affidavit
- Selective Service Card
- W-2 Form
- U.S. Department of Veterans Affairs Card
- Concealed Weapons Permit
- Medical Insurance ID Card (includes Arizona AHCCCS ID card)
- Professional License
- Bank Card
- Credit Card
- Employee ID Badge (with photo)
- School ID (with photo)
- Marriage Certificate issued in any state, territory or possession of the U.S.
- Certified Letter of Identification for a Ward of the Court, issued by a court or government agency in the U.S.
- Documents from Court of Record:
  - Divorce Decree
  - Adoption Decree
  - Name Change Decree
  - Bankruptcy Decree
  - Emancipation Decree
  - Legal Guardian Decree

N. A Released Offender Identification card or Affidavit of Identification, issued by the Arizona Department of Corrections (DOC), may be accepted as proof of authorized presence provided:

1. The card or affidavit contains a photo of the customer
  - The Released Offender Identification card must display a digitized photo image and specific identification information



## ACCEPTABLE DOCUMENTATION

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2. The customer's name and DOB are verified by the Social Security On Line Verification (SSOLV) system, see Policy 2.1.8 Social Security On Line Verification (SSOLV)
  - Upon the issuance of a license, the Released Offender Identification card or Affidavit of Identification is to be surrendered by the customer and destroyed by the CSR

Note: A Released Offender Identification card that displays an "SO" indicator signifies a customer who is required by law to register as a sex offender, see Policy 16.6.8 Sex Offender (SO) Registration.

- O. The existing record of an Arizona license (driver license, commercial driver license, identification license and instruction permit) may be used as a primary and secondary form of identification, provided the customer's digital photo image is retrievable by the name and DOB supplied by the customer, the image is a clear and convincing photo of the customer, and authorized presence requirements were met, see Policy 16.1.4 Establishing Authorized Presence. When the record does not contain a digital photo, the record may be used as a secondary form of identification provided the customer matches the physical description (sex, eye color, age, approximate height and weight) and can correctly answer questions regarding the information contained within the record (at least three of the following):
  - Name as it appears on the record
  - Social Security Number or license/permit number
  - Citations on the record
  - Prior license information
  - Office where the last license was obtained
  - Address on record
  - A statement that the license has been suspended or revoked and the date of suspension or revocation

Date

7-25-05

  
STACEY K. STANTON  
Division Director

Authority: A.R.S. §§ 28-447, 28-448, 28-454, 28-2051, 28-2132, 28-2133, 28-2134, 28-2157, 28-2158, 28-3153, 28-3158, 28-3165, 28-3166, R17-4-202, and R17-4-409

- Current Policy: 3.3.2



## POLICY 3.3.2

### ACCEPTABLE DOCUMENTATION FOR NON-TRAVEL DRIVER LICENSE, INSTRUCTION PERMIT AND IDENTIFICATION CARD TRANSACTIONS

Effective Date: October 17, 2024

Review Due: October 17, 2026

#### Summary of Changes

Removed the Note from Section C that allowed a database record of an extended Arizona driver license, commercial driver license, or identification license is acceptable proof of authorized presence and additional documents are not required.

#### Purpose

To provide guidelines for acceptable forms of documentation used to establish a customer's identity (full name and Date of Birth (DOB)) and/or authorized presence) when issuing a standard class G, D, or M license, instruction permit or identification license. For transactions involving titles and/or registrations, see policy 8.3.5 Full Legal Name and Acceptable Documentation for T&R Services. For transactions involving Commercial Driver Licenses (CDL's) see Policy 3.6.1 Commercial Driver License Eligibility Requirements.

#### Authority

**Administrative Revision**, A.R.S. §§ 28-447, 28-448, 28-454, 28-3153, 28-3158, 28-3165, 28-3166, 41-4801, A.A.C. R17-4-409 and Executive Order 2012-06.

#### Policy

- A. The Division ensures that a person conducting a driver license transaction meets the requirements for identification, age and authorized presence in the United States (U.S.) as set forth in policy, rule, and statute; and that the documentation presented is genuine and in proper form.
- B. The Division will not process a driver license or identification card transaction when the processor suspects the documentation presented by the customer does not belong to the customer or may be fraudulent, see Policy 5.1.4 Suspected Fraudulent Identity and/or Documentation.
- C. For the purpose of establishing identity, the customer must submit a primary document, that must include full name and DOB, and a second document listed under the Primary, Proof of Social Security or Proof of Residency sections listed on the Arizona DL/ID Requirements, form #40-5144.
  - Foreign passports and tribal agencies may issue a primary document with an incomplete DOB, see Policy 3.3.3 Establishing Name and Date of Birth.

#### Document Requirements

ACCEPTABLE DOCUMENTATION FOR NON-TRAVEL DRIVER LICENSE,  
INSTRUCTION PERMIT AND IDENTIFICATION LICENSE TRANSACTIONS

Page 2 of 3

- D. The Division shall not issue to or renew a driver license, instruction permit, or identification card for a person who does not submit proof satisfactory to the Division that the applicant's presence in the United States is authorized under federal law.
- E. The Division reserves the right to review, consider, and request additional information and documentation in making determinations regarding authorized presence.
- F. All documents must be:
1. Written in English.
    - a. Exceptions:
      - i. A "Certificate of Birth Registration" that is written in Spanish with captions in English may be accepted when issued by the Commonwealth of Puerto Rico.
        - Puerto Rico birth certificates must have an issue date of July 1, 2010 or later to be legally valid.
      - ii. A document issued by another country may be accepted when accompanied by an original English translation (performed by a qualified translator) and an Affidavit of Accuracy.
      - iii. The Affidavit of Accuracy must be written on official letterhead, be properly notarized and include the name and official title of the qualified translator.
        - a. An officer or employee of an official translation bureau or governmental agency.
        - b. A professor or instructor who teaches the translated language at an accredited college or university in the United States.
        - c. An American consul in the country where the translated document was issued.
        - d. A consul general or diplomatic representative accredited in the United States or other representative of a foreign government agency.
    2. An English language original or copy certified by the issuing agency. When accepting a certified copy, the certification attached to or on the document itself must be the original certification document.
- G. A document is **unacceptable** when any of the following conditions are present:
1. The document's security features indicate possible fraud (distorted, missing or obliterated).
  2. Notary/witness requirements are not met, see Policy 8.3.1 Verification of Signatures (Notary).
  3. The document's pertinent identity information has been:
    - a. Omitted
    - b. Written illegibly
    - c. Altered
    - d. Distorted or obliterated by a crease, fold, hole, tear, or staple.
    - e. Correction fluid
    - f. Erasure marks



## ACCEPTABLE DOCUMENTATION FOR NON-TRAVEL DRIVER LICENSE, INSTRUCTION PERMIT AND IDENTIFICATION LICENSE TRANSACTIONS

Page 3 of 3

### Acceptable Documents

- H. Primary forms of identification are used to establish the customer's name, DOB, and authorized presence in the U.S. For a listing of acceptable primary forms of identification, see the Arizona DL/ID Requirements, form #40-5144.
- I. A Released Offender Identification card or Affidavit of Identification issued by the Arizona Department of Corrections (ADC) may be accepted as proof of authorized presence if:
  - 1. The card contains a digitized photo image of the customer and specific identification information.
  - 2. The Citizen field must have the abbreviations "US". If it is blank or has any other abbreviations it is not acceptable.
  - 3. The customer's name and DOB are verified by the Social Security On-Line Verification (SSOLV) system, see Policy 7.1.8 Social Security Online Verification (SSOLV).

Note: A Released Offender Identification card that displays an "SO" indicator signifies a customer who is required by law to register as a sex offender, see Policy 3.8.8 Sex Offender (SO) Registration.

## **Appendix B.3 – Establishing Authorized Presence Policy**

- **Policy 16.1.4 Establishing Authorized Presence**

- **2005** – The 2005 policy is not dated or signed (2 and 2h version) No Summary of Changes, this was the first of the DL rewrite.
- **06-15-2007 Summary of Changes** – Removed the requirement that Type F customers must first change their name with the United States Citizenship Information Service (USCIS) before applying for a new license, see Policy [16.1.3 Establishing Name and Date of Birth](#). In addition, minor changes were made to language throughout the policy.
- **02-02-2009 Summary of Changes** – Clarification concerning who can “issue/deliver” a Type F credential to the camera. All Type F credentials must be verified and approved by a Supervisor/Lead or Designee, see Section K and Section M.
- **01-20-2011 Summary of Changes** – Changes were made to the Exception in Section C to clarify the driving privilege only reinstatement; to Section L to replace the outdated form reference; to Section N to clarify additional customers are required to provide a Social Security Number; and to Section P to update information on the temporary license.
- **09-17-2012 Summary of Changes** – Policy Sections A, B, O and S were revised.
- **05-29-2013 Summary of Changes** – A policy note to Section H was added to include electronic Form I-94. Section V was created to provide guidelines for individuals holding a class A or G visa applying for motor vehicle services.
- **09-16-2013 Summary of Changes** – Amended Section S to include a bulleted list and category codes related to the use of a USCIS Employment Authorization Card. Non-operating identification card was added to the bulleted list in section D.
- **12-19-2014 Summary of Changes** – Section S was revised to no longer include Category C33, (Deferred Action for Childhood Arrivals) in the list of Employment Authorization Card (EAC) category codes, not accepted as proof of authorized presence.
- **03-31-2015 Summary of Changes** – This policy was amended by adding to Section V. Department of State, Office of Foreign Mission issued “Non-Eligibility Letters” may be an original or copy, and may contain more than one name.
- **04-21-2015 Summary of Changes** – This policy was amended by adding to Section V. Department of State, Office of Foreign Mission issued “Non-Eligibility Letters” may be an original or copy, and may contain more than one name.
- **08-2016 Summary of Changes** – This policy was amended by adding to Section V, serial number and a photograph (if available) of the applicant.
- **02-2017 Summary of Changes** – In Section L, Authorized Third Party Providers are not authorized to issue Type F licenses was removed. Removed from

Section Q, a hard copy license and valid for a maximum duration of 1 year at a time.

- **07-2017 Summary of Changes** – In Section S, a note was added.
  - **09-05-2017 Summary of Changes** – Added to Section L that a second level verification is not required if the office is validating the Original Credential Report. Removed the requirement for a supervisor or their designee to issue the credential from Section N.
  - **05-10-2019 Summary of Changes** – Outdated information was removed throughout the policy regarding authorized presence. The words Voluntary and Standard were removed and changed to Non Travel throughout the policy.
  - **05-19-2019 Summary of Changes** – Revised for conciseness and clarity. When applying for the following it is no longer required to present proof of authorized presence and were removed from Section D: An update of an Arizona license by adding an endorsement, the renewal of an extended Arizona license when there is no database record showing the customer's previous establishment of authorized presence, the reinstatement of any license, Non-operating identification card. Additionally removed from Section D An individual who wishes to reinstate his or her driving privilege (person is not applying for an original or renewal of an Arizona Driver License) is not required to provide additional documentation and must pay reinstatement fees only.
  - **10-18-2019 Summary of Changes** – A Note was added to Section G which states Citizens of the Freely Associated States (Micronesia, Marshall Islands and Palau) presenting an Employment Authorized Document (EAD) or an unexpired passport along with an I-94, are eligible for full term Travel and Non-Travel credentials, including CDL. See Policy 16.3.9 Arizona Travel DL/ID and Authorized Presence Document License Expiration Date for a Type F Credential Chart.
- **3.3.4 Establishing Authorized Presence** – replaced policy 16.1.4 with the April of 2020 rewrite.
    - **04-20-2020 Summary of Changes** – Standard work/procedure has been removed from the policy and updates have been made to reflect the new MAX System.
    - **01-04-2022 Summary of Changes** – Added a Code Of Federal Regulation (CRF) to the Authority Section. Changed “proof satisfactory” to “satisfactory proof” in Section A. Added “foreign” to section C(2) for clarification purposes.
    - **12-28-2023 Summary of Changes** – Removed “update” from Section D(1) as they are only referred to as a duplicate. Added to Section G that a Canadian Passport may be accepted.
    - **10-09-2024 Summary of Changes** – Removed “limited foreign” from Section C(2) and added “when applicable”. Removed “A database record of an extended Arizona driver license, commercial driver license, instruction permit, or identification card is acceptable proof of authorized presence” from Section D. Split the exception from D(1) into a bullet point. Removed Section D(2) that stated “Renewal of an extended license, under the circumstances provided in Section D”. Added the Arizona DL/ID Requirements, form #40-5144, to Section E.



- Oldest Version: 16.1.4



**Motor  
Vehicle  
Division**

Mail Drop 530M  
PO Box 2100  
Phoenix AZ 85001

**POLICY  
16.1.4**

**ESTABLISHING AUTHORIZED PRESENCE**

**Purpose**

To provide guidelines for the Customer Service Representative (CSR) to use when establishing authorized presence and when applicable, issuing a Type F (limited) license.

**Policy**

A. Pursuant to A.R.S. §§ 28-3153, 28-3158, and 28-3165, notwithstanding any other law, the Division shall not issue an original (first time) Arizona license (driver license, commercial driver license, identification license, and/or instruction permit) for a person who does not submit satisfactory proof that the customer's presence in the United States (U.S.) is authorized under federal law. The purpose of requiring proof of authorized presence is to prevent the use of licenses (obtained by fraud and deceit) for driving, identification, and/or verification of employment eligibility by individuals who are not authorized to be in the U.S.

B. The CSR shall ensure that the customer meets authorized presence requirements (when applicable) and that the documentation presented is genuine and in proper form.

C. The Division will not process any transaction when the customer presents documentation (may include licenses) that does not appear legitimate/acceptable. When the Customer Service Representative (CSR) suspects the documentation does not belong to the customer or may be fraudulent, the CSR will copy all documents presented by the customer and, following current procedures, forward the copied documents and a properly completed Incident Report, form #46-4411, to:

Arizona Department of Transportation  
Office of Inspector General, Title Fraud Unit or Driver License Fraud Unit  
Mail Drop 514M  
Phoenix, Arizona

Note: Original documents are returned to the customer.

D. Proof of authorized presence *is required* when the customer is applying for:

- An original Arizona license
- A renewal of a limited Arizona license

E. A database record of an extended Arizona driver license, commercial driver license, identification license, or instruction permit is acceptable proof of authorized presence. Pursuant to A.R.S. §§ 28-3171 and 28-3165, an extended license is a:

- Nonexpiring identification license or a
- License that expires on the customer's 65th birthday (renewed every five years thereafter)

F. Authorized presence requirements *do not apply* to the following transactions:

- Title and/or registration transactions
- Requests for a duplicate or update of any license, regardless of the license issue date
- Renewal of an extended license
- The reinstatement of an extended license

## ESTABLISHING AUTHORIZED PRESENCE

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- Exception: Proof of authorized presence is not required when an unlicensed person wishes to only reinstate their Arizona driving privilege (person does not desire and is not applying for an Arizona license)
- G. To prove authorized presence, the customer must present at least one primary form of identification, see Policy 16.1.2 Acceptable Documentation. Depending on the primary form of identification presented, additional documentation may be required. All documents must be in English and either an original or copy certified by the issuing agency.
- H. A foreign passport (must be accompanied by a valid I-94 or an admissions stamp), Canadian driver license or Canadian birth certificate may be accepted as proof of the customer's authorized presence in the U.S. However, any other document issued by a foreign government (or agency) shall not be accepted for the purpose of proving authorized presence.
- I. A limited (Type F) license is issued to a customer who is applying for an identification license or class D, G, or M driver license (or instruction permit) and whose period of authorized presence is for a limited period of time; as determined by the primary form of identification and any supporting documentation that is presented at the time of application, see the Authorized Presence Document/License Expiration Date Chart and/or Customer Characteristics USCIS Class Matrix.
- J. Prior to the issuance of a Type F license, the customer must meet all applicable eligibility and identity requirements, see the appropriate Driver and Identification License Issuance Screening policies.
- K. Pursuant to A.R.S. § 28-3002, a customer requesting an original (or renewing a) license must pay the applicable license fee, see Policy 16.1.6 Driver and Identification License Fees.
- L. Prior to the issuance of the Type F license, a Customer Service supervisor or his/her designee shall verify and approve the customer's documentation. The CSR shall photocopy all approved source documents presented for the purpose of establishing name, date of birth, and authorized presence. The photocopied source documents, once processed (reviewed, verified, and accepted), are filmed to serve as evidence of the public filing of the licensing transaction, see Policy 5.1.3 Film Imaging.
  1. The Technical Support Unit cannot verify or approve authorized presence documentation, or issue a Type F license.
  2. Authorized Third Party Providers are not authorized to issue Type F licenses.
- M. The Type F license expiration date shall coincide with the customer's assigned authorized presence expiration date (as shown on the primary form of identification or supporting documentation (e.g., I-20, I-797, IAP-66, etc.), unless an indefinite status or duration of status (D/S) has been granted.
  - To determine the license expiration date when the authorized presence documentation does not display a specific expiration date or simply states D/S, see the Authorized Presence Document/License Expiration Date Chart and/or Customer Characteristics USCIS Class Matrix
- N. Prior to issuing the Type F license, the CSR shall enter the applicable Customer Characteristic onto the Customer Record. Once added to the Customer Record the characteristic remains valid until expired. Customer Service supervisor's and designees are authorized to delete a characteristic that was entered in error. When a characteristic cannot be deleted, the supervisor



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- or designee will “expire” the characteristic and enter an explanation in the Customer Characteristic transaction comment section.
- O. Upon application for a Type F license, a customer who presents a United States Citizenship and Immigration Service (USCIS Employment Authorization Card (I-688B or I-766) must also provide a social security number (SSN), see Policy 2.1.8 Social Security On Line Verification (SSOLV).
- P. Type F licensees, who request a name change on their license, must first change their name with USCIS and the Social Security Administration before applying for a new license, see Policy 16.1.3 Establishing Name and Date of Birth.
- Q. Pursuant to A.R.S. § 28-3153, the CSR may issue a temporary Type F license (class D, G or M) pending verification of the customer's lawful presence in the U.S. To be eligible, the customer must submit a valid Notice of Action, form I-797 (B or C). The fee for the temporary Type F license is \$10. The temporary license:
- Is a hard copy license
  - Is valid for a period of not more than 180 days
  - May not be renewed (one-time issuance)
    - Exception: With the Director's designee's approval (and after consulting with USCIS), it may be possible to issue a second temporary Type F license
- R. The USCIS may assign a classification or status that prohibits the issuance of an Arizona license, (see the USCIS Classification Chart for information in regards to the various USCIS classification statuses and the Division's established expiration dates). A customer whose authorized presence document indicates any one of the following USCIS classification statuses is not eligible for an Arizona license (any class or type):
- A-1 – Diplomat, Ambassador, foreign government official
  - C-1 - Alien in transit directly through U.S.
  - C-2 - Alien in transit to UN headquarters
  - C-3 - Foreign government official, members of immediate family, attendant, servant, or personal employee, in transit
  - D-1 - Crewmember departing on same vessel of arrival
  - D-2 - Crewmember departing by means other than vessel of arrival
- S. The U.S. Department of State Diplomatic Motor Vehicles Division has the sole authority to issue driver licenses, vehicle registrations, and titles for foreign missions, foreign mission members, or foreign diplomats. States may not issue, and foreign mission, mission members or diplomats may not legally apply for or receive a state driver license, motor vehicle title, registration and license plate in violation of limitations and conditions imposed by the Department of State, (this does not include Honorary Consuls). Visit the Department of State's Diplomatic Motor Vehicles Division website at <http://www.state.gov/ofm/dmv/>.

\_\_\_\_\_  
Date

\_\_\_\_\_  
STACEY K. STANTON  
Division Director

Authority: USC 8, A.R.S. §§ 28-3002, 28-3153, 28-3157, 28-3158, 28-3164, 28-3165, R17-4-401 and R17-4-407

- Current Policy: 3.3.4



**POLICY**  
**3.3.4**

## **ESTABLISHING AUTHORIZED PRESENCE**

**Effective Date:** October 09, 2024

**Review Due:** October 09, 2026

### **Summary of Changes**

Removed "limited foreign" from Section C(2) and added "when applicable". Removed "A database record of an extended Arizona driver license, commercial driver license, instruction permit, or identification card is acceptable proof of authorized presence" from Section D. Split the exception from D(1) into a bullet point. Removed Section D(2) that stated "Renewal of an extended license, under the circumstances provided in Section D". Added the Arizona DL/ID Requirements, form #40-5144, to Section E.

### **Purpose**

Provide guidelines for the processor to use when establishing authorized presence and when applicable, issuing a foreign authorized presence limited credential.

### **Authority**

**Administrative Revision**, USC 8, 6 CFR § 37.23, A.R.S. §§ 28-3002, 28-3153, 28-3157, 28-3158, 28-3164, 28-3165, R17-4-409 and Executive Order 2012-06.

### **Policy**

- A. The Division shall only issue to or renew a driver license, instruction permit, or identification card to a person who submits satisfactory proof to the Division that the applicant's presence in the United States is authorized under federal law. The Division is required to determine that each applicant meets the requirements of the law.
- B. The Division reserves the right to review, consider and request additional information and documentation in making determinations regarding authorized presence. The processor shall ensure that the customer meets authorized presence requirements when applicable, and that the documentation presented is genuine and in proper form.
- C. The customer must present proof of authorized presence when applying for:
  - 1. An original Arizona Non-Travel DL/IP/ID or Travel DL/ID license.
  - 2. The renewal of an Arizona license, **when applicable**.
  - 3. A duplicate Foreign Travel DL/ID.
  - 4. A reinstatement of a Foreign Non-Travel DL/IP or Foreign Travel DL.
- D. Authorized presence requirements **do not apply** to the following transactions:
  - 1. Requests for a duplicate of any license.
    - **Exception: duplicate Foreign Travel DL/ID must show proof of authorized presence.**
  - 2. Title and/or registration transactions.



## ESTABLISHING AUTHORIZED PRESENCE

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- E. To prove authorized presence, the customer must present at least one primary form of identification, see Policy 3.3.2 Acceptable Documentation, and Arizona DL/ID Requirements, form #40-5144. All documents must be in English and either an original or copy certified by the issuing agency. Depending on the primary form of identification presented, additional documentation may be required.
- F. When a foreign passport is accompanied by a valid I-94 or an admissions stamp the credential is issued for the duration of stay indicated. Customers may present an electronic Form I-94 or the arrival and departure record in paper format obtained from The United States (U.S.) Customs and Border Protection (CBP) website. This applies only to foreign visitors arriving in the U.S. by sea or air.

Note: Citizens of the Freely Associated States (Micronesia, Marshall Islands, and Palau) presenting an Employment Authorization Document (EAD) or an unexpired passport along with an I-94, are eligible for full term Travel and Non-Travel credentials, including CDL. See Policy 3.5.8 Arizona Travel DL/ID and Authorized Presence Document License Expiration Date for a Type F Credential Chart.

- G. Canadian driver license, birth certificate, or passport, may be accepted as proof of the customer's authorized presence in the U.S. The credential will be issued in 6 month increments.
- H. A foreign authorized presence limited credential is issued to a customer who is applying for an identification card or Class D, G, or M driver license or instruction permit, and whose period of authorized presence is for a limited period of time; as determined by the primary form of identification and any supporting documentation that is presented at the time of application, see the Authorized Presence Document/License Expiration Date Chart and/or Customer Characteristics-USCIS Class Matrix.
- I. The foreign authorized presence credential expiration date shall coincide with the customer's assigned authorized presence expiration date (as shown on the primary form of identification or supporting documentation (example: I-20, I-797, DS-2019, etc.), unless an indefinite status or Duration of Status (D/S) has been granted.
- J. Except as provided in Section N, upon application for a foreign authorized presence limited license, a customer who presents a USCIS Employment Authorization Card must also provide his or her Social Security Number (SSN), see Policy 7.1.8 Social Security Online Verification (SSOLV). The Customer Characteristics-USCIS Class Matrix provides information on additional foreign authorized presence customers required to provide a SSN.
- K. A foreign authorized presence limited credential applicant who is requesting to change his or her name on their credential must first change his or her name with the Social Security Administration, as applicable, before applying for the new credential, see Policy 3.3.3 Establishing Name and Date of Birth.
- L. A foreign authorized presence credential (Class D, G, or M) can be renewed when a customer submits a valid Notice of Action, form I-797 or other acceptable immigration or citizenship document.
- M. USCIS may assign a classification or status that prohibits the issuance of an Arizona credential; see the Customer Characteristics-USCIS Class Matrix for information in regards to the various USCIS classification statuses and the Division's established expiration dates.



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A customer whose authorized presence document indicates any one of the following USCIS classification statuses is not eligible for any class or type Arizona credential:

- C-1 Alien in transit directly through U.S.
  - C-1D Combined Transit and Crewman VISA
  - C-2 Alien in Transit to UN headquarters
  - C-3 Foreign government official, members of immediate family, attendant, servant or personal employee in transit.
  - D-1 Crewmember departing on same vessel of arrival.
  - D-2 Crewmember departing by means other than vessel of arrival.
- N. The Division will not issue a credential (extended, limited, or temporary) when the customer presents documentation (may include a driver license, permit, or identification card) that does not appear to be legitimate or acceptable see Policy 5.1.4 Suspected Fraudulent Identity and/or Documentation.
- O. The U.S. Department of State Diplomatic Motor Vehicles Division has the sole authority to issue driver licenses, vehicle registrations, and titles for foreign missions and foreign mission members. States may not issue, and foreign mission or mission members may not legally apply for or receive a state driver license, motor vehicle title, registration and license plate in violation of limitations and conditions imposed by the Department of State, (this does not include Honorary Consuls). Visit the Department of State's Diplomatic Motor Vehicles Division website at [www.state.gov/ofm/dmv/](http://www.state.gov/ofm/dmv/).
- P. Any individual with a class "A" or "G" visa applying for motor vehicle services including driver licenses, vehicle registrations, motor vehicle titles, or license plates must present a United States State Department-issued "Non-Eligibility Letter". The letter will be from the U.S. Department of State, Office of Foreign Missions. "Non-Eligibility Letters" may be an original or copy. The original document will include a watermark, serial number and a photograph (if available) of the applicant.

## Appendix B.4 – Earliest (1997) Authorized Presence Policy

|                                                                                                                                                                                                                |                         |                                                                              |                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|------------------------------------------------------------------------------|-------------------|
| <br>Arizona Department of Transportation<br><b>MOTOR VEHICLE DIVISION</b><br>POLICY AND PROCEDURE<br>Customer Service Program | DATE:<br>1997<br>10-3   | POLICY TITLE:<br>Proof of Name,<br>Date of Birth, and<br>Authorized Presence |                   |
|                                                                                                                                                                                                                | SUPERSEDES:<br>07-15-96 | POLICY NUMBER:<br>DL 100.10                                                  | PAGES:<br>1 of 14 |
|                                                                                                                                                                                                                | CORRESPONDING POLICIES  |                                                                              |                   |
|                                                                                                                                                                                                                |                         |                                                                              |                   |

### I. POLICY

The Motor Vehicle Division ensures that a person applying for a driver license, instruction permit or identification card meets the requirements for identification, age and authorized presence in the United States as set forth in policy, rule and statute, and that the documentation presented is genuine and in proper form.

Policy # DL 100.11, Fraudulent Identification or Proof of DOB, has been incorporated into this policy.

### II. AUTHORITY

|             |                                               |
|-------------|-----------------------------------------------|
| ARS 28-363  | Director Shall Exercise Such Other Powers     |
| ARS 28-366  | Director Shall Prescribe Such Rules           |
| ARS 28-405  | Authorized Presence                           |
| ARS 28-3153 | What Person Shall Not Be Licensed             |
| ARS 28-3157 | Temporary Licenses                            |
| ARS 28-3158 | Application for License or Instruction Permit |
| ARS 28-3160 | Applications of Minors                        |
| ARS 28-3161 | Application of Minor Attending School         |
| ARS 28-3165 | Non-operating Identification License          |
| ARS 28-3171 | Driver License Expiration (effective 100197)  |

### III. PROCEDURE

Customer Service Representatives shall ensure that proof of an applicant's name, date of birth, and authorized presence in the United States meets the requirements set forth in policy/procedure prior to issuing a credential.

Managers, supervisors, and their designees have the authority to make exceptions to the requirements of this policy/procedure. The name of the person authorizing the exception shall be printed legibly in the source document section of the application.

#### A. Digital Photo Image

In offices which have the capability, query the system to determine if the applicant has an existing digital photo image.

**B. Identification With Proof Of Authorized Presence**

1. An applicant must present identification and proof of authorized presence if:
  - a. application is for a first time Arizona issued credential.
  - b. applicant's Arizona Identification Card was issued before August 1, 1996, unless the record shows a driver license with the same name, date of birth, (and Social Security number, if applicable) as on the ID card.
  - c. application is for a nonresident CDL (type N) or the holder of a nonresident CDL makes application to add or change an endorsement, or change the class of driver license.
  - d. application is after cancellation for failure to prove authorized presence. Query the DM3 segment.
  - e. application is after cancellation by reason of deportation from the United States. Query the DM3 segment.
  - f. the previous credential was issued for a specific period of authorized presence in the United States and has expired. Query the DM3 segment.
  - g. application is for renewal or change in class of a credential issued for a specific period of authorized presence in the United States. Query the DM3 segment.
  - h. the applicant voluntarily or accidentally discloses information or documentation indicating they may not meet the authorized presence requirements.
    - (1) If the applicant provides proof of authorized presence and has been issued a credential for a period which exceeds the applicant's period of authorized stay in the United States, a fee waived renewal shall be issued for a period of time that coincides with the applicant's period of authorized stay in the United States.
    - (2) If the applicant is unable to provide proof of authorized presence and has been issued a credential, place a Status Code 31 on the record and the following comment in the DM3 segment:

VOLUNTARY DISCLOSURE PROOF OF AUTHORIZED  
PRESENCE REQUIRED

If the applicant returns with proof of authorized presence, delete the above comment upon issuance.

2. For the purposes of identification and proof of authorized presence, the applicant must present:
  - a. two forms of identification, at least one of which contains a photo that is a clear and convincing image of the applicant, or
  - b. three forms of non-photo identification, or
  - c. an original or certified copy of a letter of identification from a court or government agency within the US or within a territory or possession of the US issued for a person who is a ward of the court. This document may be accepted without additional identification, or
  - d. an original or certified copy of an affidavit of identification, within 15 days of issuance, from; Arizona Department of Corrections, a county detention facility in Arizona, or a probation office in Arizona. This document may be accepted without additional identification.

In both sections, a & b above, at least one form of identification must be listed on the primary list. The second and/or third form(s) of identification must be listed on either the primary or secondary lists (See FIGURE 2). The US Military Dependent ID Card and the US Armed Forces Driver License are presentable for proof of ID and DOB only, not authorized presence, because they are also issued to dependents from foreign countries.

#### C. Identification Without Proof Of Authorized Presence

1. If an applicant does not meet any of the criteria in Procedure III.B.1. of this policy, then they are not required to present proof of authorized presence in the US.
2. Acceptable identification when the applicant is not required to present proof of authorized presence is as follows:
  - a. If the applicant's digital photo image is retrievable by the name and date of birth provided, and the image is a clear and convincing photo of the applicant, then the record may be used as the only identification required.



b. If the digital photo image is not retrievable, the applicant is required to present either:

- (1) two forms of identification, at least one of which contains a photo that is a clear and convincing image of the applicant, or
- (2) three forms of non-photo identification.

The forms of identification presented must be listed on either the primary or secondary lists (See FIGURE 2). It is not required that one form of identification be from the primary list.

c. An existing record may substitute for one form of non-photo identification if the applicant meets the physical description (sex, eye color, age, approx. height and weight) and can correctly answer at least three questions about information contained in the record, such as:

- (1) name as it appears on the record,
- (2) Social Security number or license/permit number,
- (3) a statement that the license has been suspended or revoked and the date of suspension or revocation,
- (4) citations on the record,
- (5) prior driver licenses, identification cards or instruction permits issued,
- (6) station where last credential was obtained,
- (7) address on record.

#### D. Legal Date of Birth

All applicants for a driver license or instruction permit must meet age requirements relevant to the license or permit (See FIGURE 1).

1. A record existing on the database as the result of a previously issued Arizona driver license or instruction permit, or as the result of an identification card issued on or after August 1, 1996, is acceptable proof of birth date.

If no such record exists on the database, the applicant must present one of the **PRIMARY** documents listed in FIGURE 2 as proof of birth date.



2. Certificate of Indian Blood / Affidavit of Birth for Native Americans. Due to a variety of circumstances, many Native Americans do not have a state issued birth certificate. They may, however, have a Certificate of Indian Blood (Certificate) which is issued by the tribe or an Affidavit of Birth (Affidavit) issued by either the tribe or the US Bureau of Indian Affairs. In the absence of a state issued birth certificate or other documentation authorized by this policy, the Certificate or the Affidavit may be accepted as a primary form of documentation.

Both the Certificate of Indian Blood and the Affidavit of Birth are issued with the best information available to the issuing agency. In some cases, either document may be issued bearing only the individual's year of birth or with only the individual's month and year of birth.

The Certificate of Indian Blood or the Affidavit of Birth presented without a complete date of birth, may be accepted as a primary form of documentation, as provided herein:

- a. If the year (or year and month) of birth on the Certificate or Affidavit clearly indicate(s) that the applicant is 21 years of age or older, the applicant shall be given the option of choosing:

- ☐ the day of birth if the month and year of birth are on the document,

or choosing

- ☐ the month and day of birth if only the year of birth is on the document.

If the applicant elects not to choose the day (or month and day) of birth, use the current day (or month and day) as the date of birth.

- b. If the year (or year and month) of birth on the Certificate or Affidavit clearly indicate(s) that the applicant is under 21 years of age, proceed as follows:

- ☐ If the Certificate or Affidavit has only the year of birth (i.e. 1981), use December as the month of birth and the 31st as the day of birth (i.e. December 31, 1981).

- ☐ If the Certificate or Affidavit has only the month and year of birth (i.e. June, 1981), use the last day of the month indicated on the document as the day of birth (i.e. June 30, 1981).

These provisions are necessary to insure that:

- ☐ an instruction permit is not issued to an applicant under the age of 15 years and 7 months.
- ☐ a driver license is not issued to an applicant under 16 years of age.
- ☐ a credential with the correct indicator is issued to an applicant under 21 years of age.

#### **E. Acceptable Documents**

1. Accept only a document which is written in English and is an original or a copy certified by the issuing agency. If the document is a copy, the certification attached to it must be original.

**EXCEPTION:** A "Certificate of Birth Registration" from the Commonwealth of Puerto Rico that is written in Spanish with captions in English is acceptable.

The name and identifying number of each form of identification accepted shall be listed **LEGIBLY** on the application. Do not list a credit card account number. Instead, list card name, issuing institution and expiration date.

#### **EXAMPLE:**

NEW JERSEY BIRTH CERTIFICATE AB123456-58

MASTER CARD BANK ONE EXP 08-12-97

2. A document faxed directly from the issuing agency to the MVD office may be accepted only at the discretion of the supervisor or their designee. Any faxed document accepted shall be attached to the application. The name of the supervisor or designee authorizing the acceptance of the fax shall be printed legibly on the application.

#### **F. Unacceptable Documents**

A document is unacceptable if:

1. correction fluid (white-out) has been used on pertinent information.
2. erasure markings appear on pertinent information.
3. pertinent information is missing.
4. pertinent information is illegible.

5. alterations appear in pertinent information.
6. a fold, crease, tear or hole obliterates or distorts pertinent information.
7. a staple obliterates or distorts pertinent information.
8. a document which provides for signature, is not signed.
9. the document's security features are obliterated or distorted.
10. a notarization does not meet the criteria provided for in this policy.

**G. Public Notary**

All notarized documents must meet the following criteria:

1. The notary's rubber stamp or embosser seal must be affixed to the document and must be legible. A rubber stamp must be used by an Arizona notary if their commission expires on or after July 20, "year" 2000.
2. The notary's name must be legible.
3. The notary's signature must be present.
4. The complete date that the notary's commission expires must be legible and must have been current on the date the document was notarized.
5. The county in which the notary is commissioned must be legible.

**H. Social Security Number**

1. Proof of Social Security number must be presented by a person under the following circumstances:
  - a. When applying for a first time Arizona issued class A, B or C driver license or instruction permit.
  - b. When applying for an identification card or a class D or M driver license or instruction permit if the person wishes to use their Social Security number as their license number and the number is not already on the database.
2. An original or a copy certified by the issuing agency, of one of the following documents is required as proof of Social Security number:
  - a. Social Security Card.

- b. Letter (on letterhead) from the Social Security Administration.
- c. Computer print-out from the Social Security Administration showing the computer printed Social Security number.
- d. W2 Tax Form.
- e. Medicare/Medicaid ID Card (if SS # is followed by the letter A).
- f. US Military ID Card.
- g. US Military Orders.
- h. US Military Discharge (DD 214).
- i. US Military Dependent ID Card.
- j. US Military Driver License.
- k. US Department of Defense Civilian ID Card.

**I. Foreign Passport / US Visa / Extension / I-94**

- 1. A foreign passport must include a US Visa and be accompanied by an I-94. The I-94 may be a form stapled to the passport or the I-94 may be stamped directly on a page of the passport.
- 2. Generally the I-94 will show the admission date and the expiration date. If the I-94 does not have an expiration date, the expiration date may be determined by the visa TYPE/CLASS located on the face of the visa. The expiration date is the date by which the person must depart from the US unless an extension is granted.

**EXTENSION:** An extension must be obtained prior to the expiration of the I-94. The extension may be in the form of another I-94 or in the form of a letter (Form I-797A) from INS authorizing the extension.

- 3. A person seeking a new credential based on the fact that their period of authorized stay in the US has been extended, must pay the renewal fee. The expiration date of the new credential shall not exceed the expiration of the extended period of authorized stay in the US.
- 4. An I-94 Form presented without a passport is unacceptable if it does not contain the applicant's photo.



**J. Expiration Date**

1. The expiration date of an Arizona driver license, instruction permit, or identification card shall not exceed the ending date of the applicant's period of authorized stay in the US.
2. When a credential is issued with an expiration date which is based on the applicant's period of authorized stay in the US, type the following comment in the DM3 segment: "PERIOD OF AUTHORIZED STAY ENDS (date)".

**NOTE:** Until the necessary programming is completed, an expiration date based on the applicant's period of authorized stay in the US, will not display on the permanent identification card.

**K. Canadian Citizens**

A Canadian citizen may remain in the US for up to six months without INS documentation. A driver license, instruction permit, or identification card shall be issued to a Canadian citizen for a period not to exceed six months. If the Canadian citizen presents INS documentation authorizing their stay in the US for more than six months, then the expiration date of the credential shall not exceed the expiration date of their period of authorized stay in the US.

**L. Temporary Permit**

Issue a temporary permit and refer the matter to the Office of Special Investigations if the applicant presents documentation as provided for in this policy which at face value appears to be legitimate and acceptable, but the Customer Service Representative is able to articulate the reason for suspecting that the applicant may not be the person identified by the documentation.

**1. Procedure**

- a. Make two photocopies of each identification document presented and return the originals to the applicant.
- b. Make a photocopy of the application.
- c. Collect the appropriate fee which would normally be required to complete the transaction if the applicant's identity was not questioned.
- d. If there is an existing record, update this record. Do not create a second record. Remove the existing number in order to allow the system to generate a new number. Do not use the Social Security number. If a duplicate is being issued, charge for a duplicate and

in addition to removing the existing number, enter the type as R so the system will generate a new number. The number change is required so that OSI can retrieve the previous photo image. If the existing record is an ID or IP, manually place the old number in the DM1 segment (history). If the existing record is a DL, the old number will go into history automatically. Verify the expiration date is the date to which the applicant is entitled.

- e. If no record exists, create a pseudo record and allow the system to generate the number. Do not use the Social Security number.
- f. Immediately place a Status Code 31 on the record and a comment in the DM3 segment following the example below. Include your first initial, last name, office phone number, and office location.

EXAMPLE:

120 DAY TEMP ISSUED DO NOT ISSUE TRUE IDENTITY  
QUESTIONABLE REPORT SENT TO OSI J JONES 602 255 1234  
PHX NW

- g. Photograph the applicant and print a 120 day temporary permit with the permanent credential (See FIGURE 3). Make a photocopy of the credential and two copies of the temporary permit.
- h. Issue only the temporary permit to the applicant. Tell the applicant you are sending the permanent credential and the copies of the documents to another department for review in order to assist them in obtaining the driver license / instruction permit / identification card. Advise the applicant to phone MVD's Office of Special Investigations for an appointment at (602) 255-7218. Also advise the applicant that it will take about three business days for OSI to receive the documents.
- i. Complete a Supplementary Report (form #43-4401):
  - (1) Complete the appropriate information blocks at the top of the form.
  - (2) Include the applicant's name, date of birth, and number of the temporary that was issued.
  - (3) List the identification documents presented and their identifying numbers.
  - (4) Briefly explain why you are referring this matter to OSI.

- (5) Print your name, office location, and phone number.
- (6) Photocopy the Supplementary Report.
- (7) OSI will assign the CI number when they receive the report.

## 2. Records Retention

Attach the following documents together and file them in sequence with the day's work in the record retention box:

- a. Completed Outcard.
- b. Photocopy of the (DVW generated) credential.
- c. Photocopy of the application.
- d. Photocopy of the temporary permit.
- e. Photocopies of the documents presented by the customer.
- f. Photocopy of the completed Supplementary Report.

## 3. Referral to OSI

On the day the incident occurred, send the following documents to:

Motor Vehicle Division  
Office of Special Investigations  
PO Box 2100, Mail Drop 514M  
Phoenix, AZ 85001-2100

- a. Original (DVW generated) credential.
- b. Original application.
- c. Original completed Supplementary Report.
- d. Photocopy of the temporary permit.
- e. Photocopies of the identification documents presented by the applicant.

In offices which do not have the capability to produce digitized photo credentials, contact DDL Production, daily, and tell them which credentials must be sent to OSI.

phone: (602) 255-8121, 255-7305, or 255-7293

fax: (602) 407-3081

#### 4. Investigation at OSI

The Office of Special Investigations will attempt to determine the identity of the applicant.

- a. If the applicant is the true person and there are no prohibitive actions on the record, OSI will release the credential directly to the applicant. OSI will place a comment in the DM3 segment indicating the date the credential was released and a statement that the case is closed.

EXAMPLE:

OSI RELEASED DL TO APPLICANT 052697 CASE CLOSED

- b. If appropriate, OSI will place 028 in the SEGCD field of the DM3 segment and a comment indicating that a credential is fraudulent.

EXAMPLE:

ID CARD B12345678 ISSUED 053097 TO JOHN J JONES IS FRAUDULENT

#### M. Disposition of Unacceptable Documents

Do not issue a credential or temporary permit if the applicant presents documentation (that may include credentials) which does not appear to be legitimate and acceptable as provided for in this policy.

1. Photocopy the documentation before any further discussion with the applicant. Give the photocopies to the applicant and keep the originals.
2. Tell the applicant that before a driver license/instruction permit/identification license can be issued, it will be necessary to send the original documentation to the Office of Special Investigations (OSI) for review and verification of the information. If the applicant will provide their phone number, OSI will contact them in order to assist them in obtaining the credential. If the person has any questions they may call OSI at (602) 255-7218 to schedule an appointment at their convenience.
3. Signage approved by the Division Director must be prominently displayed in every office stating that customers submitting documents to Motor Vehicle Division provide implied consent for Division review of these documents. Documents which are of a questionable nature shall be returned at a later date if, after Division review, it is determined that no fraudulent action has



occurred. If the applicant insists the original documents be returned now, get the copies back, return the original documents to the applicant and explain that if they take the original documents back, the credential cannot be issued.

4. If no record exists, create a pseudo record.
5. Immediately place Status Code 31 on the record and a comment in the DM3 segment similar to the example below. State whether you sent original or photocopied documents. Include your first initial, last name, office phone number, and office location.

EXAMPLE:

DO NOT ISSUE SENT ORIGINAL (or PHOTOCOPIED) COLORADO BIRTH CERTIFICATE #AB123456-58 AND SELECTIVE SERVICE CARD #101034567 TO OSI FOR VERIFICATION OF INFORMATION J JONES (602) 255-1234 PHX NW.

6. Complete a Supplementary Report (form #43-4401):
  - a. Complete the appropriate information blocks at the top of the form. Include the applicant's name and date of birth.
  - b. List the identification documents/credentials and their identifying numbers which are being sent to OSI for verification of information.
  - c. Briefly explain why you are referring this matter to OSI.
  - d. State whether you are sending original or photocopied documents.
  - e. State the kind of credential the person was applying for.
  - f. Include the person's phone number or state that they would not provide one.
  - g. Print your name, office phone number and office location.
7. On the day the incident occurred, send the following documents to:

Motor Vehicle Division  
Office of Special Investigations  
PO Box 2100, Mail Drop 514M  
Phoenix, AZ 85001-2100

- a. Original application.

- b. Original documents or photocopies of the documents if you returned the originals to the customer.
- c. Completed Supplementary Report.

#### N. Notice of Recovered Credentials

1. If a US Border Patrol (USBP), US Immigration and Naturalization Service (USINS), or other enforcement agent returns an Arizona driver license, instruction permit or identification card to a driver license office, proceed as follows:
  - a. Obtain a completed Recovered Credentials Transmittal (MVD Form 96-0137 R10/97) from the agent. This form is available at the MVD warehouse. Insure that the reason for recovery appears in the information block(s) on the Recovered Credentials Transmittal.
  - b. Send the recovered credential(s) and the Recovered Credentials Transmittal to:

Motor Vehicle Division  
Records Unit, Mail Drop 538M  
PO Box 2100  
Phoenix, AZ 85001-2100

The Records Unit will place Status Codes 31 and 79 on the record and a comment in the DM3 segment following the example below. Indicate the class and number of the credential, the returning agency, and that proof of authorized presence is required.

#### EXAMPLE:

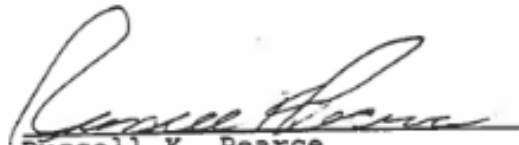
DL 123456789 RETURNED BY USBP PROOF OF AUTHORIZED PRESENCE REQUIRED

The Records Unit will send the recovered credential(s) and the Recovered Credentials Transmittal to the Office of Special Investigations.

2. The USBP, USINS or other enforcement agency may, at their option, mail the recovered Arizona credential(s) and Recovered Credentials Transmittal directly to the above address.

#### IV. AUTHORIZATION

10-2-97  
Date

  
Russell K. Pearce  
Director

Minimum Age Requirements  
for  
Driver License, Instruction Permit and Identification License

| <u>Type</u>                    | <u>License</u> | <u>Instruction<br/>Permit</u> | <u>Age</u>            |
|--------------------------------|----------------|-------------------------------|-----------------------|
| Identification                 | X              | .                             | No Age<br>Requirement |
| Restricted                     |                | X                             | 15 yrs.               |
| Class D                        |                | X                             | 15 yrs. 7 mos.        |
| Class M                        |                | X                             | 15 yrs. 7 mos.        |
| Class D or M                   | X              |                               | 16 yrs.               |
| Class A, B, or C<br>Intrastate | X              | X                             | 18 yrs                |
| Class A, B, or C<br>Interstate | X              | X                             | 21 yrs                |

Forms of Documentation  
for Proof of  
Name, Date of Birth and Authorized Presence

- ☐ Documents must be original or copies certified by issuing agency.  
(faxes may be acceptable, see section C.3 of this policy)
- ☐ Documents must be written in English.
- ☐ When identification containing a photo is presented, the photo must be a clear and convincing image of the applicant.

**PRIMARY** (must include DOB)

Birth Certificate issued in any state, territory, or possession of the US (hospital record/certificate not acceptable)

US Certificate of Birth Abroad

US Passport

Foreign Passport with US Visa (Admission Stamp or I-94 Form required in passport)

I-94 Form presented without passport (must contain photo)

Resident Alien Card (issued after March 1977)

INS Employment Authorization Card (I-688A, I-688B, I-766)

US Certificate of Naturalization

US Certificate of Citizenship

US Military DD-214

Delayed Birth Certificate (from Vital Records in US)

**SECONDARY** (may not include DOB)

Social Security Card

International Driver License/Permit

MVR/Clearance Letter (within 30 days of issue)

Legal Guardian Affidavit

Selective Service Card

W-2 Form

Veterans Administration Card

Concealed Weapons Permit

Medical Insurance ID Card (including AHCCCS ID card)

Professional License

Bank Card

Credit Card

Employee ID Badge (with photo)

School ID (with photo)

Marriage Certificate issued in any state, territory, or possession of the US

Continued next page



Forms of Documentation  
for Proof of  
Name, Date of Birth, and Authorizes Presence  
(continued)

PRIMARY (continued)

Driver License issued in any  
state, territory, or  
possession of the US

AZ ID Card (issued on or  
after 8-1-96)

Instruction Permit issued in  
any state, territory, or  
possession of the US

Certified Letter of  
Identification from a court  
or government agency in the  
US issued for a Ward of the  
Court

Affidavit of Identification  
With Photo, from AZ Dept. of  
Corrections, county detention  
facility, or probation office  
in AZ, within 15 days of  
issue

Tribal Certificate of Indian  
Blood

Tribal or Bureau of Indian  
Affairs Affidavit of Birth

US Military ID Card (active  
duty, reserve & retired)

US Military Dependent ID Card  
(for proof of ID & DOB only)

US Armed Forces Driver  
License (for proof of ID  
and DOB only)

SECONDARY (continued)

Documents from Court of Record  
Divorce Decree  
Adoption Decree  
Name Change Decree  
Bankruptcy Decree  
Emancipation Decree

## PROCEDURE FOR PRINTING 120 DAY TEMPORARY PERMIT

After photographing applicant and printing permanent credential in accordance with established procedure:

Change DVW to Off Line Mode.

- Click on Exit.
- Click on Log Off.
- Answer No to Send End of Day Report.
- On the Log On Screen, Log On with: User ID **BRONCO**, Password **BWB**.
- Click on OK.
- From Select System Mode, Click on Select System Functions.
- From Select Field Service Function Mode, Click on **Configure DVW**.
- On the Configure DVW Screen, Click on Select.
- Form Credential Printers Attached, Click on None.
- Click on Save.
- Click on OK.
- Click on Exit.
- Click on Exit again.
- Click on Log Off.
- Click on No on End of Day Report.
- Log On with your own User ID and Password. Click on OK.
- Click on Select Licensing Application.
- Select applicant's name from the Completed Document side.
- Click on Complete.
- Click on Reject.
- Click on Remake.

NOTE: The laser printer should now be printing the temporary permit.

Change DVW back to On Line Mode.

- Click on Exit.
- Click on Log Off.
- Select No for End of Day Report.
- On the Log On Screen, Log On with: User ID **BRONCO**, Password **BWB**.
- Click on OK.
- From Select System Mode, Click on Select System Functions.
- From Select Field Service Function Mode, Click on **Configure DVW**.
- On the Configure DVW Screen, Click on Select.
- From Credential Printers Attached, Select either one printer or two printers.
- Click on Save.
- Click on OK.
- Click on Exit.
- Click on Exit again.
- Click on Log Off.
- Click on No on End of Day Report.
- Log back on with your own User ID and Password. Click on OK.
- Click on Select Licensing Application.

The DVW is now ready to process the next applicant.

NOTE: If you forget to select one or two printers, and all you get for the next applicant is a temporary, follow the above procedure for selecting one or two printers. Go back to the applicant's name and click on reject and remake. The permanent credential should now process. It is not necessary to re-photograph the applicant.

# Issuance Summaries

## **Appendix C.1 – MVD TPX Over the Counter Credential Issuance**

### **Original Credential Issuance – Without Testing**

The following steps provide instructions on how to process an application for an original credential that does not require knowledge, skill or road testing.

1. Applicant completes and signs the Driver License/ Identification Card Application (form 40-5122).
2. Vision test is completed, if applicable.
3. The Customer Service Representative (CSR) will check the TPX system to determine if the applicant had a prior Arizona credential.
4. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
5. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document
6. The applicant's credential will be processed based on the primary document presented.
  - a. United States Citizen applicants credential will be issued for the maximum time allotted for the credential type.
  - b. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.

- i. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.
- 7. The TPX system will run required systems applicable to the credential class and type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
  - a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - c. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and instruction permits. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
  - d. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - e. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
- 8. The CSR will run the following programs through a Web service if applicable.
  - a. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - b. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
- 9. The CSR will check different segments of the TPX system to verify the applicant's eligibility.
- 10. CSR will add characteristic codes (Memo T4360) into the MDCHAR for applicants who meet the requirements.
- 11. The CSR will issue the credential and collect the appropriate fees.
- 12. The CSR will make a copy of the documents presented and bundle them for microfiche processing.
  - a. After June 2011 every office was able to electronically upload the documents into Onbase.



13. The CSR will instruct the applicant to the camera station for photo and signature capture.
14. The CSR will provide the applicant with the credential and Voter Registration Receipt (if applicable).
  - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
15. The following information is electronically transmitted based on the DL/ID application.
  - a. Organ Donor Designation – Authorizes MVD to release the applicants personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.

### **Original Credential Issuance – With Testing**

The following steps provide instructions on how to process an application for an original credential **that requires knowledge, skill or road testing**.

1. Applicant completes and signs the Driver License/ Identification Card Application (form 40-5122).
2. Vision test is completed, if applicable.
3. The CSR will check the TPX system to determine if the applicant had a prior Arizona credential.
4. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
5. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license

- ii. Divorce decree
  - iii. Adoption Decree
  - iv. Certificate of Citizenship or Naturalization
  - v. Court order name change document
6. The applicant's credential will be processed based on the primary document presented.
- a. United States Citizen applicants credential will be issued for the maximum time allotted for the credential type.
  - b. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.
    - i. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.
7. The TPX system will run required systems applicable to the credential class and type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
- a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - c. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and instruction permits. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
  - d. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - e. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
8. The CSR will run the following programs through a Web service if applicable.
- a. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - b. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
9. The CSR will check different segments of the TPX system to verify the applicant's eligibility.

10. CSR will add characteristic codes (Memo T4360) into the MDCHAR for applicants who meet the requirements.
11. The CSR will collect the appropriate fees.
12. The applicant will be sent to successfully complete the appropriate knowledge and/or road/skill test as required for the type of credential they are applying for.
13. If the applicant does not complete the required testing, the applicant will have to return on a different date until the testing is successfully completed.
14. Upon successful completion of the required testing, the CSR will issue the credential, make a copy of the documents presented and bundle them for microfiche processing.
  - a. After June 2011 every office was able to electronically upload the documents into Onbase.
15. The CSR will instruct the applicant to the camera station for photo and signature capture.
16. The CSR will provide the applicant with the credential and Voter Registration Receipt (if applicable).
  - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
17. The following information is electronically transmitted based on the DL/ID application.
  - b. Organ Donor Designation – Authorizes MVD to release the applicants personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - c. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - d. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.

## **Duplicate Credential**

The following steps provide instructions on how to process an application for a duplicate credential.

1. Applicant completes and signs the Driver License/ Identification Card Application (form 40-5122).
2. The CSR will check the TPX system to ensure the applicant has an Arizona credential.
3. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable

- h. Questionnaire
  - i. Applicant's legal signature
- 4. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
- 5. The applicant's credential will be processed based on the primary document presented.
  - a. United States Citizen applicants credential will be issued with the same expiration date of their prior credential.
  - b. Foreign applicants' credentials will be issued with the same expiration date of their prior credential.
- 6. The TPX system will run required systems applicable to the credential class and type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
  - a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - c. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and instruction permits. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
  - d. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
- 7. The CSR will run the following programs through a Web service if applicable.
  - a. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - b. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
- 8. The CSR will check different segments of the TPX system to verify the applicant's eligibility.
- 9. The CSR will issue the credential and collect the appropriate fees.
- 10. The CSR will make a copy of the documents presented and bundle them for microfiche processing.

- a. After June 2011 every office was able to electronically upload the documents into Onbase.
- 11. The CSR will instruct the applicant to the camera station for photo and signature capture.
- 12. The CSR will provide the applicant with the credential and Voter Registration Receipt (if applicable).
  - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
- 13. The following information is electronically transmitted based on the DL/ID application.
  - a. Organ Donor Designation – Authorizes MVD to release the applicants personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.

## Updated Credential

The following steps provide instructions on how to process an application for an updated credential.

- 1. Applicant completes and signs the Driver License/ Identification Card Application (form 40-5122).
- 2. Vision test is completed, if applicable.
- 3. The CSR will check the TPX system to determine if the applicant had a prior Arizona credential.
- 4. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
- 5. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.



- b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document
- 6. The applicant's credential will be processed based on the primary document presented.
  - a. United States Citizen applicants credential will be issued with the same expiration date of their prior credential.
  - b. Foreign applicants' credentials will be issued with the same expiration date of their prior credential.
- 7. The TPX system will run required systems applicable to the credential class and type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
  - a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - c. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and instruction permits. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
  - d. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
- 8. The CSR will run the following programs through a Web service if applicable.
  - a. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - b. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
- 9. The CSR will check different segments of the TPX system to verify the applicant's eligibility.
- 10. CSR will add characteristic codes (Memo T4360) into the MDCHAR for applicants who meet the requirements.

11. The CSR will issue the credential and collect the appropriate fees.
12. The CSR will make a copy of the documents presented and bundle them for microfiche processing.
  - a. After June 2011 every office was able to electronically upload the documents into Onbase.
13. The CSR will instruct the applicant to the camera station for photo and signature capture.
14. The CSR will provide the applicant with the credential and Voter Registration Receipt (if applicable).
  - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
15. The following information is electronically transmitted based on the DL/ID application.
  - a. Organ Donor Designation – Authorizes MVD to release the applicants personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.

## **Driver License Reinstatement**

The following steps provide instructions on how to process an application for a driver license reinstatement.

1. Applicant completes and signs the Driver License/ Identification Card Application (form 40-5122).
2. Vision test is completed, if applicable.
3. The CSR will check the TPX system to ensure the applicant has an Arizona credential.
4. The CSR will thoroughly review the application to ensure all the information on the form is completed. The applicant will complete any missing information.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
5. The CSR will check the MVD TPX system to determine if all the required citations have been satisfied and if any documentation is required for the following suspensions.

- a. Admin Per Se
  - b. Child Support Arrearage
  - c. Discretionary License Suspension
  - d. Failure to Install Certified Ignition Interlock Device
  - e. False or Fraudulent Application
  - f. Financial Responsibility
  - g. Failure to Attend (FTA) Traffic Survival School (TSS)
  - h. Implied Consent
  - i. Medical Reasons
  - j. Minors and Juveniles
  - k. Traffic violations
  - l. Underage drinking
  - m. Vehicle immobilization or Impoundment
6. The CSR will provide the court information for any outstanding citations for resolution.
  7. The CSR will update TPX to reflect the court's final disposition code.
  8. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).
    - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
    - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
      - i. Marriage license
      - ii. Divorce decree
      - iii. Adoption Decree
      - iv. Certificate of Citizenship or Naturalization
      - v. Court order name change document
  9. The applicant's credential will be processed based on the primary document presented.
    - a. United States Citizen applicants credential will be issued for the maximum time allotted for the credential type.
    - b. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.
      - i. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.
  10. The TPX system will run required systems applicable to the credential class and type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
    - a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.

- b. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - c. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and instruction permits. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
  - d. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
11. The CSR will run the following programs through a Web service if applicable.
- a. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - b. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
12. The CSR will check different segments of the TPX system to verify the applicant's eligibility.
13. CSR will add characteristic codes (Memo T4360) into the MDCHAR for applicants who meet the requirements.
14. The CSR will issue the credential and collect the appropriate fees.
15. The CSR will make a copy of the documents presented and bundle them for microfiche processing.
- a. After June 2011 every office was able to electronically upload the documents into Onbase.
16. The CSR will instruct the applicant to the camera station for photo and signature capture.
17. The CSR will provide the applicant with the credential and Voter Registration Receipt (if applicable).
- a. CSR will instruct the applicant to review the receipt(s) for accuracy.
18. The following information is electronically transmitted based on the DL/ID application.
- a. Organ Donor Designation – Authorizes MVD to release the applicants personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.

## Credential Renewal

The following steps provide instructions on how to process an application for a credential renewal.

1. Applicant completes and signs the Driver License/ Identification Card Application (form 40-5122).
2. Vision test is completed, if applicable.
3. The CSR will check the TPX system to ensure the applicant has an Arizona credential.
4. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
- i. Applicant's legal signature
5. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document
6. The applicant's credential will be processed based on the primary document presented.
  - b. United States Citizen applicants credential will be issued for the maximum time allotted for the credential type.
  - c. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.
    - i. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.
7. The TPX system will run required systems applicable to the credential class and type to verify the applicant's eligibility. If a negative response is received, the CSR will provide



the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.

- a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - c. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and instruction permits. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
  - d. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - e. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
8. The CSR will run the following programs through a Web service if applicable.
  - a. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - b. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
9. The CSR will check different segments of the TPX system to verify the applicant's eligibility.
10. CSR will add characteristic codes (Memo T4360) into the MDCHAR for applicants who meet the requirements.
11. The CSR will issue the credential and collect the appropriate fees.
12. The CSR will make a copy of the documents presented and bundle them for microfiche processing.
  - a. After June 2011 every office was able to electronically upload the documents into Onbase.
13. The CSR will instruct the applicant to the camera station for photo and signature capture.
14. The CSR will provide the applicant with the credential and Voter Registration Receipt (if applicable).
  - a. CSR will instruct the applicant to review the receipt(s) for accuracy.

15. The following information is electronically transmitted based on the DL/ID application.

- a. Organ Donor Designation – Authorizes MVD to release the applicants personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
- b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
- c. Voter Registration – MVD forwards the complete application to the appropriate state or local election official.
- d. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.

## Credential Upgrade

The following steps provide instructions on how to process an application for a credential upgrade.

1. Applicant completes and signs the Driver License/ Identification Card Application (form 40-5122).
2. Vision test is completed, if applicable.
3. The CSR will check the TPX system to ensure the applicant has an Arizona credential.
4. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
5. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document

6. The applicant's credential will be processed based on the primary document presented.
  - a. United States Citizen applicants credential will be issued for the maximum time allotted for the credential type.
  - b. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.
    - i. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.
7. The TPX system will run required systems applicable to the credential class and type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
  - a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - c. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and instruction permits. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
  - d. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - e. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
8. The CSR will run the following programs through a Web service if applicable.
  - a. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - b. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
9. The CSR will check different segments of the TPX system to verify the applicant's eligibility.
10. CSR will add characteristic codes (Memo T4360) into the MDCHAR for applicants who meet the requirements.
11. The CSR will issue the credential and collect the appropriate fees.

12. The CSR will make a copy of the documents presented and bundle them for microfiche processing.
  - a. After June 2011 every office was able to electronically upload the documents into Onbase.
13. The CSR will instruct the applicant to the camera station for photo and signature capture.
14. The CSR will provide the applicant with the credential and Voter Registration Receipt (if applicable).
  - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
15. The following information is electronically transmitted based on the DL/ID application.
  - a. Organ Donor Designation – Authorizes MVD to release the applicants personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.

## **Credential Downgrade**

The following steps provide instructions on how to process an application for a credential downgrade.

1. Applicant completes and signs the Driver License/ Identification Card Application (form 40-5122).
2. Vision test is completed, if applicable.
3. The CSR will check the TPX system to ensure the applicant has an Arizona credential.
4. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
5. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).

- a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document
6. The applicant's credential will be processed based on the primary document presented.
- a. United States Citizen applicants credential will be issued for the maximum time allotted for the credential type.
  - b. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.
    - i. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.
7. The TPX system will run required systems applicable to the credential class and type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
- a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - c. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and instruction permits. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
  - d. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - e. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
8. The CSR will run the following programs through a Web service if applicable.
- a. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.



- b. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
- 9. The CSR will check different segments of the TPX system to verify the applicant's eligibility.
- 10. CSR will add characteristic codes (Memo T4360) into the MDCHAR for applicants who meet the requirements.
- 11. The CSR will issue the credential and collect the appropriate fees.
- 12. The CSR will make a copy of the documents presented and bundle them for microfiche processing.
  - a. After June 2011 every office was able to electronically upload the documents into Onbase.
- 13. The CSR will instruct the applicant to the camera station for photo and signature capture.
- 14. The CSR will provide the applicant with the credential and Voter Registration Receipt (if applicable).
  - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
- 15. The following information is electronically transmitted based on the DL/ID application.
  - a. Organ Donor Designation – Authorizes MVD to release the applicants personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.

## **Appendix C.2 – MVD TPX Central Credential Issuance**

### **Original Credential Issuance – Without Testing**

The following steps provide instructions on how to process an application for an original credential that does not require knowledge, skill or road testing.

1. The applicant's photo and signature are captured and stored into the TPX system.
2. Vision test is completed, if applicable.
3. Applicant completes and signs the Driver License/ Identification Card Application (form 40-5122).
4. The Customer Service Representative (CSR) will check the TPX system to determine if the applicant had a prior Arizona credential.
5. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
6. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document
7. The applicant's credential will be processed based on the primary document presented.
  - a. United States Citizen applicants' credentials will be issued for the maximum time allotted for the credential type.
  - b. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.

- i. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.
8. The TPX system will run required systems, listed below, applicable to the credential class and type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
  - a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - c. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and Instruction Permits. It checks all states for any suspension of the applicant's driving privileges.
  - d. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - e. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
9. The CSR will run the following programs through a Web service if applicable.
  - a. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - b. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
10. The CSR will check different segments of the TPX system to verify the applicant's eligibility.
11. CSR will add characteristic codes (Memo T4360) into the MDCHAR for applicants who meet the requirements.
12. The CSR will issue the credential, collect the appropriate fees and provide the applicant with the Temporary Credential Receipt and Voter Registration Receipt (if applicable).
  - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
13. The CSR will upload the required documents into the Onbase system.
14. The following information is electronically transmitted based on the DL/ID application.

- a. Organ Donor Designation – Authorizes MVD to release the applicant's personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.
15. The credential will be mailed to the applicant's residential address, unless a mailing address is provided.

### **Original Credential Issuance – With Testing**

The following steps provide instructions on how to process an application for an original credential for applicants **that require knowledge, skill, or road testing**.

1. The applicant's photo and signature are captured and stored into the TPX system.
2. Vision test is completed, if applicable.
3. Applicant completes and signs the driver license/ identification card application (form 40-5122).
4. The Legal Guardian Certificate must be completed and signed by the Legal Guardian for applicants under the age of 18. It must be notarized or witnessed by the CSR (for instruction permit and driver license applicants only).
5. The financial responsibility section must be completed and signed for driver license applicants under the age of 18. It must be notarized or witnessed by the CSR (for driver license applicants only).
6. The CSR will check the MVD TPX system to determine if the applicant had a prior Arizona credential.
7. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
8. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.

- b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document.
- 9. The applicant's credential will be processed based on the primary document presented.
  - a. United States Citizen applicant's credential will be issued for the maximum time allotted for the credential type.
  - b. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.
    - i. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.
- 10. The TPX system will run required systems, listed below, applicable to the credential class and type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
  - a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - c. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and Instruction Permits. It checks all states for any suspension of the applicant's driving privileges.
  - d. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - e. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
- 11. The CSR will run the following programs through a Web service if applicable.
  - a. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - b. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of



Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.

12. The CSR will check different segments of the TPX system to verify the applicant's eligibility.
13. CSR will add characteristic codes (Memo T4360) into the MDCHAR for applicants who meet the requirements.
14. The CSR will collect the appropriate fees.
15. The CSR will upload the required documents into the Onbase system and provide the applicant with a receipt for the fees paid.
16. The applicant will be sent to successfully complete the appropriate knowledge and/or road/skill test as required for the type of credential they are applying for.
17. If the applicant does not complete the required testing, the applicant will have to return on a different date until the testing is successfully completed.
18. Upon successful completion of the required testing, the CSR will issue the credential and provide the applicant with the Temporary Credential Receipt and a Voter Registration Receipt (if applicable).
  - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
19. The CSR will upload the required documents into the Onbase system.
20. The following information is electronically transmitted based on the DL/ID application.
  - a. Organ Donor Designation – Authorizes MVD to release the applicant's personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.
21. The credential will be mailed to the applicant's residential address, unless a mailing address is provided.

## **Duplicate Credential**

The following steps provide instructions on how to process an application for a duplicate credential.

1. The applicant's photo and signature are captured and stored into the TPX system.
2. Applicant completes and signs the Driver License/ Identification Card Application (form 40-5122).
3. The CSR will check the MVD TPX system to ensure the applicant has an Arizona credential.
4. The CSR will thoroughly review the application to ensure all the information on the form is completed.

- a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
5. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).
- a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
6. The applicant's credential will be processed based on the TPX record.
- a. United States Citizen applicant's credential will be issued with the same expiration date of their prior credential.
  - b. Foreign applicants' credentials will be issued with the same expiration date of their prior credential.
7. The TPX system will run required systems, listed below, applicable to the credential type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
- a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - c. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and Instruction Permits. It checks all states for any suspension of the applicant's driving privileges.
  - d. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - e. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
8. The CSR will run the following programs through a Web service if applicable.
- a. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing

- agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
- b. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
9. The CSR will check different segments of the TPX system to verify the applicant's eligibility.
  10. The CSR will issue the credential, collect the appropriate fees and provide the applicant with the Temporary Credential Receipt and Voter Registration Receipt (if applicable).
    - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
  11. The CSR will upload the required documents into the Onbase system.
  12. The following information is electronically transmitted based on the DL/ID application.
    - a. Organ Donor Designation – Authorizes MVD to release the applicant's personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
    - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
    - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.
  13. The credential will be mailed to the applicant's residential address, unless a mailing address is provided.

## Updated Credential

The following steps provide instructions on how to process an application for an updated credential.

1. The applicant's photo and signature are captured and stored into the TPX system.
2. Applicant completes and signs the Driver License/ Identification Card Application (form 40-5122).
3. The CSR will check the TPX system to ensure the applicant has an Arizona credential.
4. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire

- i. Applicant's legal signature
- 5. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document
- 6. The applicant's credential will be processed based on the primary document presented.
  - a. United States Citizen applicant's credential will be issued with the same expiration date of their prior credential.
  - b. Foreign applicants' credentials will be issued with the same expiration date of their prior credential.
- 7. The CSR will update the applicant's information.
- 8. The MVD TPX system will run required systems, listed below, applicable to the credential type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
  - a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - c. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and Instruction Permits. It checks all states for any suspension of the applicant's driving privileges.
  - d. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - e. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
- 9. The CSR will run the following programs through a Web service if applicable.
  - a. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing

- agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
- b. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
10. The CSR will check different segments of the TPX system to verify the applicant's eligibility.
  11. CSR will add characteristic codes (Memo T4360) into the MDCHAR for applicants who meet the requirements.
  12. The CSR will issue the credential, collect the appropriate fees and provide the applicant with the Temporary Credential Receipt and Voter Registration Receipt (if applicable).
    - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
  13. The CSR will upload the required documents into the Onbase system
  14. The following information is electronically transmitted based on the DL/ID application.
    - a. Organ Donor Designation – Authorizes MVD to release the applicant's personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
    - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
    - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.
  15. The credential will be mailed to the applicant's residential address, unless a mailing address is provided.

## **Driver License Reinstatement**

The following steps provide instructions on how to process an application to reinstate a credential.

1. The applicant's photo and signature is captured and stored into the TPX system.
2. Vision test is completed, if applicable.
3. Applicant completes and signs the driver license/ identification card application (form 40-5122).
4. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration



- f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
- 5. The CSR will check the MVD TPX system to determine if all the required citations have been satisfied and if any documentation is required for the following suspensions.
  - a. Admin Per Se
  - b. Child Support Arrearage
  - c. Discretionary License Suspension
  - d. Failure to Install Certified Ignition Interlock Device
  - e. False or Fraudulent Application
  - f. Financial Responsibility
  - g. Failure to Attend (FTA) Traffic Survival School (TSS)
  - h. Implied Consent
  - i. Medical Reasons
  - j. Minors and Juveniles
  - k. Traffic violations
  - l. Underage drinking
  - m. Vehicle immobilization or Impoundment
- 6. The CSR will provide the court information for any outstanding citations for resolution.
- 7. The CSR will update TPX to reflect the court's final disposition code.
- 8. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document
- 9. The applicant's credential will be processed based on the primary document presented.
  - a. United States Citizen applicant's credential will be issued for the maximum time allotted for the credential type.
  - b. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.
    - i. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.

10. The TPX system will run required systems, listed below, applicable to the credential class and type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
- a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. Driver History Record (DHR) – Consolidates driver records from across jurisdictions into one standardized record.
  - c. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - d. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and Instruction Permits. It checks all states for any suspension of the applicant's driving privileges.
  - e. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - f. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
11. The CSR will run the following programs through a Web service if applicable.
- a. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - b. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
12. The CSR will issue the credential, collect the appropriate fees and provide the applicant with the Temporary Credential Receipt and Voter Registration Receipt (if applicable).
- a. CSR will instruct the applicant to review the receipt(s) for accuracy.
13. The CSR will upload the required documents into the Onbase system.
14. The following information is electronically transmitted based on the DL/ID application.
- a. Organ Donor Designation – Authorizes MVD to release the applicant's personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.

15. The credential will be mailed to the applicant's residential address, unless a mailing address is provided.

## **Credential Renewal**

The following steps provide instructions on how to process an application for a credential renewal.

1. The applicant's photo and signature are captured and stored into the TPX system.
2. Vision test is completed, if applicable.
3. Applicant completes and signs the driver license/ identification card application (form 40-5122).
4. The CSR will check the TPX system to ensure the applicant has an expired Arizona credential.
5. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
6. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document
7. The applicant's credential will be processed based on the primary document presented.
  - a. United States Citizen applicant's credential will be issued for the maximum time allotted for the credential type.
  - b. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.

- i. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.
8. The TPX system will run required systems, listed below, applicable to the credential class and type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
  - a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - c. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and Instruction Permits. It checks all states for any suspension of the applicant's driving privileges.
  - d. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - e. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
9. The CSR will run the following programs through a Web service if applicable.
  - a. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - b. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
10. The CSR will check different segments of the TPX system to verify the applicant's eligibility.
11. CSR will add characteristic codes (Memo T4360) into the MDCHAR for applicants who meet the requirements.
12. The CSR will issue the credential, collect the appropriate fees and provide the applicants with the Temporary Credential Receipt and Voter Registration Receipt (if applicable).customer
  - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
13. The CSR will upload the required documents into the Onbase system.
14. The following information is electronically transmitted based on the DL/ID application.

- a. Organ Donor Designation – Authorizes MVD to release the applicant's personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.
15. The credential will be mailed to the applicant's residential address, unless a mailing address is provided.

## Credential Upgrade

The following steps provide instructions on how to process an application for a credential upgrade.

1. The applicant's photo and signature are captured and stored into the TPX system.
2. Vision test is completed, if applicable.
3. Applicant completes and signs the driver license/ identification card application (form 40-5122).
4. The CSR will check the TPX system to ensure the applicant has an Arizona credential.
5. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
6. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization



- v. Court order name change document
7. The applicant's credential will be processed based on the primary document presented.
    - a. United States Citizen applicant's credential will be issued for the maximum time allotted for the credential type.
    - b. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.
      - i. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.
  8. The TPX system will run required systems, listed below, applicable to the credential class and type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
    - a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
    - b. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
    - c. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and Instruction Permits. It checks all states for any suspension of the applicant's driving privileges.
    - d. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
    - e. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
  9. The CSR will run the following programs through a Web service if applicable.
    - a. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
    - b. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
  10. The CSR will check different segments of the TPX system to verify the applicant's eligibility.
  11. CSR will add characteristic codes (Memo T4360) into the MDCHAR for applicants who meet the requirements.

12. The CSR will issue the credential, collect the appropriate fees and provide the applicant with the Temporary Credential Receipt and Voter Registration Receipt (if applicable).
  - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
13. The CSR will upload the required documents into the Onbase system.
14. The following information is electronically transmitted based on the DL/ID application.
  - a. Organ Donor Designation – Authorizes MVD to release the applicant's personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.
15. The credential will be mailed to the applicant's residential address, unless a mailing address is provided.

### **Credential Downgrade**

The following steps provide instructions on how to process an application for a credential downgrade.

1. The applicant's photo and signature are captured and stored into the TPX system.
2. Vision test is completed, if applicable.
3. Applicant completes and signs the driver license/ identification card application (form 40-5122).
4. The CSR will check the TPX system to ensure the applicant has an Arizona credential.
5. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class Social Security Number
  - b. Resident and/or mailing address
  - c. Physical attributes
  - d. Voter Registration
  - e. Donor Designation
  - f. Veteran display if applicable
  - g. Questionnaire
  - h. Applicant's legal signature
6. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.

- i. Marriage license
  - ii. Divorce decree
  - iii. Adoption Decree
  - iv. Certificate of Citizenship or Naturalization
  - v. Court order name change document
- 7. The applicant's credential will be processed based on the primary document presented.
  - a. United States Citizen applicant's credential will be issued for the maximum time allotted for the credential type.
  - b. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.
    - i. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.
- 8. The TPX system will run required systems, listed below, applicable to the credential class and type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
  - a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - c. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and Instruction Permits. It checks all states for any suspension of the applicant's driving privileges.
  - d. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - e. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
- 9. The CSR will run the following programs through a Web service if applicable.
  - a. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - b. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
- 10. The CSR will check different segments of the TPX system to verify the applicant's eligibility.

11. CSR will add characteristic codes (Memo T4360) into the MDCHAR for applicants who meet the requirements.
12. The CSR will issue the credential, collect the appropriate fees and provide the applicant with the Temporary Credential Receipt and Voter Registration Receipt (if applicable).
  - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
13. The CSR will upload the required documents into the Onbase system.
14. The following information is electronically transmitted based on the DL/ID application.
  - a. Organ Donor Designation – Authorizes MVD to release the applicant's personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.
15. The credential will be mailed to the applicant's residential address, unless a mailing address is provided.

## **Appendix C.3 – MVD MAX Credential Issuance**

### **Original Credential Issuance – Without Testing**

The following steps provide instructions on how to process an application for an original credential that does not require knowledge, skill, or road testing.

1. Applicant completes and signs the Driver License/ Identification Card Application (form 40-5122).
  - a. If the applicant did not complete the Driver License/ Identification Card Application, the Customer Service Representative (CSR) is able to electronically complete and print it based on the applicant's responses to the questions.
2. The CSR will check the MVD MAX system to determine if the applicant had a prior Arizona credential.
  - a. If the applicant had a prior credential, the CSR will review the record to determine what credential type the applicant qualifies for.
3. The applicant's photo and signature are captured.
4. Vision test is completed, if applicable.
5. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
6. The CSR will review all documentation required to satisfy the issuance requirements (Arizona DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document



7. The Legal Guardian Certificate must be completed and signed by the Legal Guardian for applicants under the age of 18. It must be notarized or witnessed by the CSR.
8. The financial responsibility section must be completed and signed for Driver License applicants under the age of 18. It must be notarized or witnessed by the CSR.
9. The applicant's credential will be processed based on the primary document presented. The CSR will enter the customers authorized presence status in the customer tab in the credential service in MAX. The tab will also store the customer's authorized presence history when a change is made in the authorized presence status.
  - a. The CSR will click the authorized presence edit icon
  - b. Select the authorized presence type
  - c. Select the Document Type
  - d. Upload the documents
  - e. Click save to complete the process
    - i. United States Citizen applicants credential will be issued for the maximum time allotted for the credential type.
    - ii. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.
      1. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.
10. The MVD MAX system will run required systems, listed below, applicable to the credential type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
  - a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver license and one complete driver record.
  - b. Driver History Record (DHR) – Consolidates driver records from across jurisdictions into one standardized record.
  - c. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - d. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and instruction permits. It checks all states for any suspension of the applicant's driving privileges.
  - e. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - f. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - g. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation

of a credential, when appropriate, through electronic transmission of an applicant's history.

- h. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
- 11. The CSR will upload the required documents into the MAX system and issue the credential.
- 12. The CSR collects the appropriate fees and provides the applicant with the driver license/identification card receipt and voter registration receipt (if applicable).
  - a. CSR will instruct the applicant to review the receipts for accuracy.
- 13. The following information is electronically transmitted based on the DL/ID application.
  - a. Organ Donor Designation – Authorizes MVD to release the applicants personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants', under the age of 26, personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.
- 14. The credential will be mailed to the applicant's residential address, unless a mailing address is provided.

### **Original Credential Issuance – With Testing**

The following steps provide instructions on how to process an application for an original credential for applicants **that require knowledge, skill, or road testing**.

1. Applicant completes and signs the driver license/ identification card application (form 40-5122).
  - a. If the applicant did not complete the driver license/identification card Application, the CSR is able to electronically complete and print it based on the applicant's responses to the questions.
2. The CSR will check the MVD MAX system to determine if the applicant had a prior Arizona credential.
  - a. If the applicant had a prior credential, the CSR will review the record to determine what credential type the applicant qualifies for.
3. The applicant's photo and signature are captured.
4. Vision test is completed, if applicable.
5. The CSR will thoroughly review the application to ensure all the information on the form is completed.

- a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
6. The CSR will review all documentation required to satisfy the issuance requirements (DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document
7. The Legal Guardian Certificate and financial responsibility portion must be completed and signed by the legal guardian for applicants under the age of 18. It must be notarized or witnessed by the CSR. (instruction permit and driver license applicants only)
  - a. Applicants under the age of 18 must hold an instruction permit for six months before they are able to apply for a graduated driver license.
8. The applicant's credential will be processed based on the primary document presented. The CSR will enter the customers authorized presence status in the customer tab in the credential service in MAX. The tab will also store the customer's authorized presence history when a change is made in the authorized presence status.
  - a. The CSR will click the authorized presence edit icon.
  - b. Select the authorized presence type
  - c. Select the Document Type
  - d. Upload the documents
  - e. Click save to complete the process
    - i. United States citizen applicants credential will be issued for the maximum time allotted for the credential type.
    - ii. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.
      1. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.

9. The MVD MAX system will run required systems, listed below, applicable to the credential type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
  - a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. Driver History Record (DHR) – Consolidates driver records from across jurisdictions into one standardized record.
  - c. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - d. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and instruction permits. It checks all states for any suspension of the applicant's driving privileges.
  - e. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - f. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - g. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
  - h. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
10. The CSR will upload the required documents into the MAX system, collect the appropriate fees and provide the applicant with the receipt.
11. The applicant will be sent to successfully complete the appropriate knowledge and/or road/skill test as required for the type of credential they are applying for.
12. If the applicant does not successfully complete the required testing, the applicant will have to return on a different date until the testing is successfully completed.
13. Upon successful completion of the required testing, the CSR will issue the credential and provide the applicant with the Driver License/Identification Card Receipt and Voter Registration Receipt (if applicable).
  - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
14. The following information is electronically transmitted based on the DL/ID application.
  - a. Organ Donor Designation – Authorizes MVD to release the applicants personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.

- b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
- c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.

15. The credential will be mailed to the applicant's residential address, unless a mailing address is provided.

## **Duplicate / Updated Credential**

The following steps provide instructions on how to process an application for a duplicate / updated credential for applicants.

1. Applicant completes and signs the driver license/ identification card application (form 40-5122).
  - a. If the applicant did not complete the driver license/ identification card application, the CSR is able to electronically complete and print it based on the applicant's responses to the questions.
2. The CSR will check the MVD MAX system to determine the credential type on record.
3. The applicant's photo and signature are captured.
4. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
5. The CSR will review the record to determine if documentation is required to satisfy the issuance requirements (DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the record, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document



6. The applicant's credential will be processed based on the MVD MAX record. The authorized presence in the MAX system will remain the same for duplicate credentials. If the customer has different authorized presence status, it will be issued as an original or upgraded credential.
  - a. United States citizen applicants' credentials will be issued with the same expiration date of their prior credential.
  - b. Foreign applicants' credentials will be issued with the same expiration date of their prior credential.
7. The MVD MAX system will run required systems, listed below, applicable to the credential type to verify the applicants eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
  - a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. Driver History Record (DHR) – Consolidates driver records from across jurisdictions into one standardized record.
  - c. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - d. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and instruction permits. It checks all states for any suspension of the applicant's driving privileges.
  - e. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - f. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - g. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
  - h. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
8. The CSR will upload the required documents into the MAX system and issue the credential.
9. The CSR collects the appropriate fees and provides the applicant with the Driver License/Identification Card Receipt and Voter Registration Receipt (if applicable).
  - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
10. The following information is electronically transmitted based on the DL/ID application.

- a. Organ Donor Designation – Authorizes MVD to release the applicants personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.
11. The credential will be mailed to the applicant's residential address, unless a mailing address is provided.

## **Driver License Reinstatement**

The following steps provide instructions on how to process an application to reinstate a credential.

1. Applicant completes and signs the driver license/ identification card application (form 40-5122).
  - a. If the applicant did not complete the driver license/ identification card application, the CSR is able to electronically complete and print it based on the applicant's responses to the questions.
2. The applicant's photo and signature are captured.
3. Vision test is completed, if applicable.
4. The CSR will check the MVD MAX system to determine if all the required citations have been satisfied and if any documentation is required for the following suspensions:
  - a. Admin Per Se
  - b. Child Support Arrearage
  - c. Discretionary License Suspension
  - d. Failure to Install Certified Ignition Interlock Device
  - e. False or Fraudulent Application
  - f. Financial Responsibility
  - g. Failure to Attend (FTA) Traffic Survival School (TSS)
  - h. Implied Consent
  - i. Medical Reasons
  - j. Minors and Juveniles
  - k. Traffic violations
  - l. Underage drinking
  - m. Vehicle immobilization or Impoundment
5. The CSR will provide the court information for any outstanding citations for resolution.
6. The CSR will update MVD MAX to reflect the court's final disposition code.
7. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class

- b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
8. The CSR will review all documentation required to satisfy the issuance requirements (DL/ID Requirements 40-5144).
- a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document
9. The applicant's credential will be processed based on the primary document presented. The CSR will enter the customers authorized presence status in the customer tab in the credential service in MAX. The tab will also store the customer's authorized presence history when a change is made in the authorized presence status.
- a. The CSR will click the authorized presence edit icon.
  - b. Select the authorized presence type
  - c. Select the Document Type
  - d. Upload the documents
  - e. Click save to complete the process
    - i. United States Citizen applicants credential will be issued for the maximum time allotted for the credential type.
    - iii. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.
      - 1. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.
10. The MVD MAX system will run required systems, listed below, applicable to the credential type to verify the applicants eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
- a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.

- b. Driver History Record (DHR) – Consolidates driver records from across jurisdictions into one standardized record.
  - c. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - d. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and instruction permits. It checks all states for any suspension of the applicant's driving privileges.
  - e. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - f. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - g. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
  - h. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
11. The CSR will upload the required documents into the MAX system and issue the credential.
12. The CSR collects the appropriate fees and provides the applicant with the driver license/identification card receipt and voter registration receipt (if applicable).
- a. CSR will instruct the applicant to review the receipt(s) for accuracy.
13. The following information is electronically transmitted based on the DL/ID application.
- a. Organ Donor Designation – Authorizes MVD to release the applicants personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.
14. The credential will be mailed to the applicant's residential address, unless a mailing address is provided.

## Credential Renewal

The following steps provide instructions on how to process an application for a credential renewal.

1. Applicant completes and signs the driver license/ identification card application (form 40-5122).
  - a. If the applicant did not complete the Driver License/ Identification Card Application, the CSR is able to electronically complete and print it based on the applicant's responses to the questions.
2. The CSR will check the MVD MAX system to determine the applicants eligibility..
3. The applicant's photo and signature are captured.
4. Vision test is completed.
5. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
6. The CSR will review all documentation required to satisfy the issuance requirements (DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document
7. The applicant's credential will be processed based on the primary document presented. The CSR will enter the customers authorized presence status in the customer tab in the credential service in MAX. The tab will also store the customer's authorized presence history when a change is made in the authorized presence status.
  - a. The CSR will click the authorized presence edit icon.
  - b. Select the authorized presence type
  - c. Select the Document Type
  - d. Upload the documents
  - e. Click save to complete the process
    - i. United States Citizen applicants credential will be issued for the maximum time allotted for the credential type.
    - ii. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.



1. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.
8. The MVD MAX system will run required systems, listed below, applicable to the credential type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
  - a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. Driver History Record (DHR) – Consolidates driver records from across jurisdictions into one standardized record.
  - c. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - d. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and instruction permits. It checks all states for any suspension of the applicant's driving privileges.
  - e. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - f. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - g. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
  - h. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
9. The CSR will upload the required documents into the MAX system and issue the credential.
10. The CSR collects the appropriate fees and provides the applicant with the Driver License/Identification Card Receipt and Voter Registration Receipt (if applicable).
  - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
11. The following information is electronically transmitted based on the DL/ID application.
  - a. Organ Donor Designation – Authorizes MVD to release the applicants personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.

- c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.
- 12. The credential will be mailed to the applicant's residential address, unless a mailing address is provided.

## Credential Upgrade

The following steps provide instructions on how to process an application for a credential upgrade.

1. Applicant completes and signs the Driver License/ Identification Card Application (form 40-5122).
  - a. If the applicant did not complete the Driver License/ Identification Card Application, the CSR is able to electronically complete and print it based on the applicant's responses to the questions.
2. The CSR will check the MVD MAX system to ensure the applicant has a current Arizona credential.
3. The applicant's photo and signature are captured.
4. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number
  - c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
5. The CSR will review all documentation required to satisfy the issuance requirements (DL/ID Requirements 40-5144).
  - a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document

6. The applicant's credential will be processed based on the primary document presented. The CSR will enter the customer's authorized presence status in the customer tab in the credential service in MAX. The tab will also store the customer's authorized presence history when a change is made in the authorized presence status.
  - a. The CSR will click the authorized presence edit icon.
  - b. Select the authorized presence type
  - c. Select the Document Type
  - d. Upload the documents
  - e. Click save to complete the process
    - i. United States Citizen applicants' credential will be issued for the maximum time allotted for the credential type.
    - ii. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.
      1. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.
7. The MVD MAX system will run required systems, listed below, applicable to the credential type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
  - a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.
  - b. Driver History Record (DHR) – Consolidates driver records from across jurisdictions into one standardized record.
  - c. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - d. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and instruction permits. It checks all states for any suspension of the applicant's driving privileges.
  - e. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - f. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - g. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
  - h. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland

Security (DHS) system and has been established to assist states in issuing more secure credentials.

8. The CSR will upload the required documents into the MAX system, collect the appropriate fees and provide the applicant with the receipt.
9. The applicant will be sent to successfully complete the appropriate knowledge and/or road/skill test as required for the type of credential they are applying for if applicable.
  - a. If the applicant does not successfully complete the required testing, the applicant will have to return on a different date until the testing is successfully completed.
10. Upon successful completion of the required testing, if applicable, the CSR will issue the credential and provide the applicant with the Driver License/Identification Card Receipt and Voter Registration Receipt (if applicable).
  - a. CSR will instruct the applicant to review the receipt(s) for accuracy.
11. The following information is electronically transmitted based on the DL/ID application.
  - a. Organ Donor Designation – Authorizes MVD to release the applicants personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration – Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.
12. The credential will be mailed to the Applicant's residential address, unless a mailing address is provided.

## Credential Downgrade

The following steps provide instructions on how to process an application for a credential downgrade.

1. Applicant completes and signs the driver license/ identification card application (form 40-5122).
  - a. If the applicant did not complete the driver license/ identification card application, the CSR is able to electronically complete and print it based on the applicant's responses to the questions.
2. The CSR will check the MVD MAX system to ensure the applicant has an Arizona credential.
  - a. The CSR will review the record to determine what credential type the applicant qualifies for.
3. The applicant's photo and signature are captured.
4. The CSR will thoroughly review the application to ensure all the information on the form is completed.
  - a. Type and class
  - b. Social Security Number

- c. Resident and/or mailing address
  - d. Physical attributes
  - e. Voter Registration
  - f. Donor Designation
  - g. Veteran display if applicable
  - h. Questionnaire
  - i. Applicant's legal signature
5. The CSR will review all documentation required to satisfy the issuance requirements (DL/ID Requirements 40-5144).
- a. If the applicant does not provide the required documentation, the CSR will provide information on what is needed and the applicant will have to return.
  - b. If the applicant has a different name than what is listed on the Primary document provided, the applicant must provide documentation of the legal name change listed on the Arizona DL/ID Requirements 40-5144.
    - i. Marriage license
    - ii. Divorce decree
    - iii. Adoption Decree
    - iv. Certificate of Citizenship or Naturalization
    - v. Court order name change document
6. The applicant's credential will be processed based on the primary document presented. The CSR will enter the customers authorized presence status in the customer tab in the credential service in MAX. The tab will also store the customer's authorized presence history when a change is made in the authorized presence status.
- a. The CSR will click the authorized presence edit icon.
  - b. Select the authorized presence type
  - c. Select the Document Type
  - d. Upload the documents
  - e. Click save to complete the process
    - i. United States Citizen applicants credential will be issued for the maximum time allotted for the credential type.
    - ii. Foreign applicants' credentials will be issued for the maximum time given on their Authorized Presence documents.
      - 1. Canadian applicants' credentials will be issued for 6 months if they do not provide documents from United States Citizenship and Immigration Services (USCIS) or Customs and Border Protection (CBP) agency.
7. The MVD MAX system will run required systems, listed below, applicable to the credential type to verify the applicant's eligibility. If a negative response is received, the CSR will provide the applicant with the information for resolution. If the response is cleared, the credential issuance process will continue.
- a. Commercial Driver Licensing Information System (CDLIS) – A nationwide system that enables state driver licensing agencies to ensure that each commercial driver has only one driver's license and one complete driver record.

- b. Driver History Record (DHR) – Consolidates driver records from across jurisdictions into one standardized record.
  - c. National Driver Register (NDR) – A central repository of information on individuals whose privilege to drive has been canceled, denied, suspended, revoked or who have been convicted of serious traffic related offenses.
  - d. Problem Driver Pointer System (PDPS) – A system used to verify the eligibility of applicants for driver licenses and instruction permits. It checks all states for any suspension of the applicant's driving privileges.
  - e. Systematic Alien Verification for Entitlements (SAVE) – A service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.
  - f. Social Security Online Verification (SSOLV) – A system that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration.
  - g. State Pointer Exchange Service (SPEXS) – Enables states to verify and regulate a driver's credential. The system also allows the automatic cancellation of a credential, when appropriate, through electronic transmission of an applicant's history.
  - h. United States Passport Verification System (USPVS) – A service that assists with verifying U.S. Passport document data against the U.S. Department of Homeland Security (DHS) system and has been established to assist states in issuing more secure credentials.
8. The CSR will upload the required documents into the MAX system and issue the credential.
9. The CSR collects the appropriate fees and provides the applicant with the Driver License/Identification Card Receipt and Voter Registration Receipt (if applicable).
- a. CSR will instruct the applicant to review the receipt(s) for accuracy.
10. The following information is electronically transmitted based on the DL/ID application.
- a. Organ Donor Designation – Authorizes MVD to release the applicants personal information to an Organ Procurement Organization, for the purpose of registering to be an organ donor.
  - b. United States Selective Service System Registration –Submits male applicants under the age of 26 personal information to register with the Selective Service.
  - c. Voter Registration – Authorizes MVD to release the applicant's personal information to the Secretary of State, for the purpose of registering to vote in their County of residence.
11. The credential will be mailed to the applicant's residential address, unless a mailing address is provided.



# Technical Summaries

## **Appendix D.1 – 2003 SB1075 Help America Vote Act Summary**

### 2003 – SB1075 Help America Vote Act

- One-time batch job to match voter records provided by SOS to customer records on the DRIVER/Customer database for the purpose of inserting the driver license/identification card and last 4 of the SSN on the SOS record.
  - SOS sent a file via FTP (file transfer protocol) of voter record to MVD and it contained
    - Name
    - Date of Birth
  - Via batch process search for record matches on the DRIVERS/Customer Database comparing the SOS name to the MVD's root record names and if not found on the root records will then search the AKA names.
    - The program will compare the full last name and first three characters of the first name
    - If a match is not made, the program will return a no match response
    - If a name match is made, the program will compare the DOB.
    - If the DOB is not an exact match, then the program will add or minus 1 from the month.
    - If the modified month does not result in a match, then the program will add or minus 1 from the day.
    - If the modified day does not result in a match, then the program will add or minus 1 from the year.
    - If a DOB match is not made, then the program will return a no match response
    - If more than one record match is found, the program will return a no match response.
    - For all records where only one record match is found, the program will return the following data to SOS:
      - SOS Name
      - SOS DOB
      - MVD Record Sequence Number
      - MVD Name
      - MVD DOB
      - MVD Driver License/Customer Number
      - MVD Last 4 digits of the SSN, if the record contains a Status Code 98 (SSN Verified)
      - If Status Code 98 is not present, then do not insert the SSN

- MVD Residence Address (house number, city, zip code)
- The return file will also contain the following statistics:
  - Number of SOS records read in
  - Number of records with exact matches
  - Number of records with matches using modified DOB
  - Number of records with no matches
  - Number of records with multiple matches
- DAILY SOS File – SOS sends a daily file to MVD for validation of the voter registrant's Driver License Number or Identification Card Number and SSN.
  - SOS provided the following information.
    - MVD Record Sequence Number, if present
      - Driver license number
      - Name (Last, full first name, middle initial)
      - DOB
      - SSN
  - MVD's nightly program will search for record matches on the DRIVERS/Customer Database comparing the SOS name to MVD's root record names and then search the AKA names.
    - If a record sequence number is provided, the program will locate the MVD record and compare the driver license number.
    - If a sequence number is not valid, the program will search by the driver license number.
    - If a sequence number is not provided, the program will search by the driver license number.
    - If a record is found, the program will compare the driver license number, name, DOB and SSN on the record.
    - If the driver license number, name and DOB and SSN match then the program will return a DLN, Name, DOB and SSN matched response code.
    - If the driver license number, DOB and SSN match but the name does not, then the program will return a DLN, DOB and SSN matched; Name does not match response code.
    - 6.3.9.1.3.3 If the driver license number, name and SSN match but the DOB does not, then the program will return a DLN, Name and SSN matched; DOB does not match response code.
    - If the driver license number, name and DOB match but the SSN does not match then the program will return a DLN, Name and DOB match; SSN does match response code.
    - If the driver license number, name and DOB match but the MVD record does not contain an SSN, then the program will return a DLN, Name and DOB matched; SSN not available response code.

- If the driver license number, name, DOB and SSN match but the MVD record does not contain Status Code 98 (SSN Verified), then the program will return a DLN, Name, DOB and Unverified SSN matched response code. Note: Status Code 98 is removed if the customer name and/or date of birth is changed on record and a subsequent SSN verification not performed.
- If a record cannot be found using the sequence number or driver license number, then the program will search by the SOS name.
- If a record is not found then return a no match response.
- If a record is found, the program will compare the driver license number to the DM1 Prior License Numbers, DOB and SSN.
- If the driver license number, DOB and SSN match, then the program will return a Name, DOB and SSN matched, DLN changed response code.
- If the DOB and SSN match but the driver license number does not, then the program will send a Name, DOB and SSN matched, DLN does not match response code.
- If the driver license number and SSN match but the DOB does not match, then the program will return a Name and SSN matched, DLN changed; DOB does not match response code.
- If the driver license number and DOB match but the SSN does not match, then the program will return a Name and DOB matched, DLN changed; SSN does not match response code.
- If the driver license number and DOB match but the MVD record does not contain an SSN, then the program will return Name and DOB matched; DLN Changed; SSN not available response code.
- 6.3.9.2.2.6. If the driver license number, DOB and SSN match but the MVD record does not contain Status Code 98 (SSN Verified), then the program will return a Name, DOB and Unverified SSN matched, DLN changed response code.
- The nightly return file will include the following data:
  - SOS Sequence Number
  - SOS Driver License Number
  - SOS Name
  - SOS DOB
  - SOS SSN
  - MVD Record Sequence Number
  - MVD Name
  - MVD DOB
  - MVD Driver License/Customer Number

- 6.3.10.10. MVD Last 4 digits of the SSN, if the record contains a Status Code 98 (SSN Verified)
- If Status Code 98 is not present, then do not insert the SSN
- Match response code
- The return file will also contain the following statistics:
  - Number of SOS records read in Number of records with DLN, Name, DOB and SSN matched response.
  - Number of records with DLN, DOB and SSN matched; Name does not match response.
  - Number of records with a DLN, Name and SSN matched; DOB does not match response.
  - Number of records with a DLN, Name and DOB match; SSN does match response.
  - Number of records with a DLN, Name and DOB matched; SSN not available response
  - Number of records with a DLN, Name, DOB and Unverified SSN matched response.
  - Number of records with a Name, DOB and SSN matched, DLN changed response.
  - Number of records with a Name, DOB and SSN matched, DLN does not match response.
  - Number of records with a Name and SSN matched, DLN changed; DOB does not match response.
  - Number of records with a Name and DOB matched, DLN changed; SSN does not match response.
  - Number of records with a Name and DOB matched; DLN Changed; SSN not available response.
  - Number of records with a Name, DOB and Unverified SSN matched, DLN changed response.
  - Number of records with no matches

## **Appendix D.2 – VRAZ II Technical Design Specifications** **June 2007**

### **VRAZ - II** **HEAT: 00815114**

#### **Technical Design Specification**

Requested By: Secretary of State Office  
Contact Person: Craig Stender

Prepared By: Glenn Weatherford and Marge Popp  
Date Created: 04/04/2007  
Last Update: 05/01/2007

Delivery Date: 06/04/2007

#### **User Approval:**

| <b>Name</b>    | <b>Title</b>                                                           | <b>Signature</b> | <b>Date</b> |
|----------------|------------------------------------------------------------------------|------------------|-------------|
| Bill Maaske    | Chief Information Officer,<br>Secretary of State Office                |                  |             |
| Penny Martucci | Assistant Division Director,<br>Competitive Government<br>Partnerships |                  |             |

#### **Document History:**

| <b>Version</b> | <b>Reason</b>                                                                                             | <b>Date</b> |
|----------------|-----------------------------------------------------------------------------------------------------------|-------------|
| 1.0            | Original draft                                                                                            | 04/04/2007  |
| 1.1            | Meeting of 04/11/2007                                                                                     | 04/12/2007  |
| 1.2            | Meeting of 04/18/2007                                                                                     | 04/20/2007  |
| 1.3            | Corrections and Address Reduction                                                                         | 04/25/2007  |
| 1.4            | Inclusion of the Digital Signature<br>Requirements and new OOS FTA/FTP/<br>FTC Suspension Status Code 109 | 05/01/2007  |
| 4.5            | Correction of Job Name MV361 to<br>MV353                                                                  | 03/21/2008  |
|                |                                                                                                           |             |

## Project Overview

This project addresses Phase I of the revised Secretary of State (SoS) Voter Verification process. Phase I will fully replace the HAVA processing which accepts a voter registration file and validates that file against the Drivers database or, in the absence of a credential and file signature, inquires of SSA to validate Name, DOB and the last four digits of SSN. Instead, this new process will provide SoS with a database extract of Drivers information that will permit them to validate most Voter registration in a real-time fashion. Only those Customers with a License, Permit or ID Card will be provided to the SoS. Daily updates of changed and new records will be provided.

### NEW VRAZ-II SYSTEM OBJECTIVE:

The SoS is in the process of implementing a new statewide voter registration system. The new system will be a true statewide, real-time system. The current checks for felons, MVD, and death records are done in batch once a night. The new system will check the external data (Court, Death, MVD) as the voter registration record is being added or modified.

## Design Scope

The scope of this Phase I design specification deals with all necessary development within the Drivers Licensing system that will:

1. Provide an initial, full database extract to SoS to build their database.
2. Provide daily updates to maintain the SoS database.
3. Provide a new method to acquire Signature images.
4. Perform SSA validation of Voter Registration Records that do not appear on the full database, and
5. Return SSA responses to the SoS.

### Exclusions:

Phase I does not address any changes to the current processes of autoVoter nor SAZ ezVoter. These processes will remain intact until Phase II is addressed later in 2007.



## Summary – Existing System

**Current HAVA Matching -** The current Secretary of State (SoS) and Motor Vehicle Division (MVD) matching process takes place once a day. The purpose of the HAVA matching is to ensure that the information entered on the voter registration form is electronically matched against the Motor Vehicle Database. In addition, the HAVA matching process checks citizenship by determining if the driver license number entered was issued prior to 10-1-1996. Each night, the SoS sends over a file of all new or modified voter registration records that need to be matched against the MVD database. In that matching process, the voter registration record is compared against the MVD driver license database. If the voter registration record has the last four digits of social security number, it is compared to the SSN on the MVD database (if it exists). If the record on the MVD database has a verified SSN, the last four digits of the SSN from the voter registration record are compared and the results of the match passed back. If the SSN is not verified on the MVD DL database, MVD creates a file of all unverified SSN4's and sends them to the SSA to be verified through the HAVV application.

## Summary – Proposed Changes

The SoS should now be able to validate, in real time, voter information for most everything entered through the county offices. Exceptions would be any person not possessing a AZ Diver License or ID Card.

### ONLINE Changes to MVD Systems

- Online transactions will be reviewed to make sure that Drivers Segment changes are being logged. Proper logging is critical to the successful daily update of the SoS data. Any omissions in this area will be noted and corrected to provide accurate daily logs for change data extract.

### BATCH

- One existing program that currently runs in job MV357 will be modified to handle the new, trimmed down version of HAVV SSA verification.
  1. Program MV610357 currently accepts SoS records and matches them against the MVD database. It also sends any unverified records to the SSA for special SSN4 validation. All MVD matching will be stripped from this program. Its sole purpose will be to serve as a connection with the SSA for the SoS where records need to be verified. It also will continue to log those requests to a modified DVOTEHA database and monitor them for responses.
  2. Logic that now resides in MV610358 will be moved to program MV610357. This logic scans the UNI database for responses to the HAVV inquiries. Return records for SoS will be formatted and the DVOTEHA record will be marked as complete. This program also looks for unanswered queries on the DVOTEHA database and resends them after a specified period of time. As a final chore, the program, during the DVOTEHA scan, deletes any completed queries over a specified age. The time periods to wait before resending unanswered queries and wait before deleting completed entries are parameters that are supplied to the program at run time.
- Two new jobs, MV359 and MV353, will be developed to create extracts of the MVD Database. The first, Mv359, will run on request to create a complete extract of all eligible Customer records. The second, MV353, will run daily and will create a file of all new or changed records.

## • Technical Specifications

### Full MVD Database Extract:

Job MV359, program MV610359, will run on request and will extract all eligible Customers to a fixed column length file. Eligibility is determined by the presence of a credential with Class A, B, C, D, G, M or I, even if revoked, suspended or expired. No cancelled (Status Codes 34, 35 36 or 95) credentials will be sent with the initial load.

Each of the following records will be contained in a separate, fixed length file.

#### A. Demographics

|                        |      |    |                                                                                                |
|------------------------|------|----|------------------------------------------------------------------------------------------------|
| CUST_SEQ_NUMBER        | CHAR | 8  |                                                                                                |
| LAST_CHANGE_DATE       | CHAR | 8  | CCYYMMDD Taken from the greater of Update Date, Doc Date or Change Date                        |
| CUST_LAST_NAME         | CHAR | 40 |                                                                                                |
| CUST_FIRST_NAME        | CHAR | 40 |                                                                                                |
| CUST_MIDDLE_NAME       | CHAR | 40 |                                                                                                |
| CUST_NAME_SUFFIX       | CHAR | 15 |                                                                                                |
| CUST_DOB               | CHAR | 8  | CCYYMMDD                                                                                       |
| CUST_NUMBER            | CHAR | 25 |                                                                                                |
| CUST_SSN_LAST4         | CHAR | 4  |                                                                                                |
| CREDENTIAL_TYPE        | CHAR | 2  |                                                                                                |
| CREDENTIAL_CLASS       | CHAR | 1  |                                                                                                |
| CREDENTIAL_ISSUE_DATE  | CHAR | 8  | CCYYMMDD                                                                                       |
| CREDENTIAL_EXPIRE_DATE | CHAR | 8  | CCYYMMDD                                                                                       |
| CUST_SUSPEND_IND       | CHAR | 1  | 'Y' when status code is 01,02,04,07,09,13,15,16,20,109 or Class = I and SC = 51 otherwise, 'N' |
| CUST_REVOC_IND         | CHAR | 1  | 'Y' WHEN STATUS CODE IS 06 otherwise, 'N'                                                      |
| CUST_CANCEL_IND        | CHAR | 1  | 'Y' WHEN STATUS CODE 34,35, 36 or 95 or Class=I and SC=72, otherwise 'N'                       |
| RESIDENCE_ADDR         | CHAR | 40 |                                                                                                |
| RESIDENCE_ADDR_CITY    | CHAR | 30 |                                                                                                |
| RESIDENCE_ADDR_STATE   | CHAR | 2  |                                                                                                |
| RESIDENCE_ADDR_ZIP5    | CHAR | 5  |                                                                                                |
| RESIDENCE_ADDR_ZIP4    | CHAR | 4  |                                                                                                |
| RESIDENCE_COUNTY       | CHAR | 2  |                                                                                                |
| MAILING_ADDR           | CHAR | 40 |                                                                                                |
| MAILING_ADDR_CITY      | CHAR | 30 |                                                                                                |
| MAILING_ADDR_STATE     | CHAR | 2  |                                                                                                |
| MAILING_ADDR_ZIP5      | CHAR | 5  |                                                                                                |
| MAILING_ADDR_ZIP4      | CHAR | 4  |                                                                                                |

#### B. AKA (Also Known As)

|                 |      |    |
|-----------------|------|----|
| CUST_SEQ_NUMBER | CHAR | 8  |
| AKA_LAST_NAME   | CHAR | 40 |

|                 |      |            |
|-----------------|------|------------|
| AKA_FIRST_NAME  | CHAR | 40         |
| AKA_MIDDLE_NAME | CHAR | 40         |
| AKA_NAME_SUFFIX | CHAR | 8          |
| AKA_DOB         | CHAR | 8 CCYYMMDD |

C. Previous DLN (Only AZ Licenses Included)

|                      |      |            |
|----------------------|------|------------|
| CUST_SEQ_NUMBER      | CHAR | 8          |
| PREVIOUS_DLN         | CHAR | 25         |
| PREVIOUS_CLASS       | CHAR | 1          |
| PREVIOUS_TYPE        | CHAR | 2          |
| PREVIOUS_ISSUE_DATE  | CHAR | 8 CCYYMMDD |
| PREVIOUS_EXPIRE_DATE | CHAR | 8 CCYYMMDD |

**MVD Daily Extract for New or Updated Records:**

Job MV353, program MV610361 will provide SoS with updates for new or changed records through daily extracts and transmissions. The trigger process for selecting a Customer for inclusion will be the change logging that already drives the same change updates for MVD's Data Warehouse. Inserts, updates and deletes are logged to the IMS system log and processed once each day. These log records will be processed through MV610361 which is designed to produce the update record shown below. The trigger for each record is a logged change to segment DM0 or to segment DM9 with a Mailing Address indicator.

The Update Records and the Control Record are transmitted in the same files.

File naming will follow the standard VRAZ\_YYYYMMDD.

**Control Record:**

|                |      |   |          |
|----------------|------|---|----------|
| Record_Type    | CHAR | 1 | '0'      |
| RUN_DATE       | CHAR | 8 | CCYYMMDD |
| PROCESSING_SEQ | CHAR | 8 |          |
| RECORD_COUNT   | CHAR | 4 |          |
| Filler         | CHAR |   |          |

**Detail Record:**

|                        |      |    |          |
|------------------------|------|----|----------|
| RECORD_TYPE            | CHAR | 1  | '1'      |
| CUST_SEQ_NUMBER        | CHAR | 8  |          |
| LAST_CHANGE_DATE       | CHAR | 8  | CCYYMMDD |
| CUST_LAST_NAME         | CHAR | 40 |          |
| CUST_FIRST_NAME        | CHAR | 40 |          |
| CUST_MIDDLE_NAME       | CHAR | 40 |          |
| CUST_NAME_SUFFIX       | CHAR | 15 |          |
| CUST_DOB               | CHAR | 8  | CCYYMMDD |
| CUST_NUMBER            | CHAR | 25 |          |
| CUST_SSN_LAST4         | CHAR | 4  |          |
| CREDENTIAL_TYPE        | CHAR | 1  |          |
| CREDENTIAL_CLASS       | CHAR | 1  |          |
| CREDENTIAL_ISSUE_DATE  | CHAR | 8  | CCYYMMDD |
| CREDENTIAL_EXPIRE_DATE | CHAR | 8  | CCYYMMDD |
| CUST_SUSPEND_IND       | CHAR | 1  |          |
| CUST_REVOKE_IND        | CHAR | 1  |          |
| CUST_CANCEL_IND        | CHAR | 1  |          |
| RESIDENCE_ADDR         | CHAR | 40 |          |
| RESIDENCE_ADDR_CITY    | CHAR | 30 |          |
| RESIDENCE_ADDR_STATE   | CHAR | 2  |          |
| RESIDENCE_ADDR_ZIP5    | CHAR | 5  |          |
| RESIDENCE_ADDR_ZIP4    | CHAR | 4  |          |
| RESIDENCE_COUNTY       | CHAR | 2  |          |
| MAILING_ADDR           | CHAR | 40 |          |
| MAILING_ADDR_CITY      | CHAR | 30 |          |
| MAILING_ADDR_STATE     | CHAR | 2  |          |
| MAILING_ADDR_ZIP5      | CHAR | 5  |          |
| MAILING_ADDR_ZIP4      | CHAR | 4  |          |

### **MVD Daily SSN4 to SSA Process:**

Under normal circumstances, the SoS will be able to verify a Voter Registration by comparing the data received to the MVD information captured through the one-time load and daily maintenance processes. In cases where the Registration Data matches the MVD data, the verification is complete. However, if there is no matching Customer on file or, the SSN4 information is missing in the MVD record or, the MVD SSN4 information does not match the Registration data, the Voter Registration information will be forwarded to MVD for matching with the SSA.

The SoS transmission for this process will consist of one file containing a Header Record followed by the detail records. The Header Record contains the Processing Sequence Number, the Run Date and the Record Count for control purposes. There will not always be input for the SSA check but the file will always be transmitted with, at least, a Control Record. If the Control Record contains zeroes for Record Count, the MVD process will expect the remainder of the file to be empty.

#### Daily processing will consist of the following:

1. Empty the input file used in the MVD job using IEBGENER to copy a dummy file.
2. The FTP program will be used to GET the SoS file from a designated server.
3. Program MV610357, will read the file performing the following:
  - a) The Processing Sequence Number will be compared with the next one expected. If there is a difference between the actual and expected Sequence Number, an Email will be constructed with the following subject, "SSN4 SSA FILE SEQUENCE ERROR". The mail message body will contain "Program MV610357 expected file sequence n,nnn and received file sequence n,nnn. Job MV357 has terminated without further processing."
  - b) If the File is totally empty and does not contain even the Control Record, an Email will be constructed with the subject line "SSN4 SSA FILE ERROR". The message body will contain the "The input file is empty. Job MV357 has terminated without further processing."
  - c) The Detail Records will be read to count the records in that file. If the actual count of records does not agree with the Control Record Count, an Email will be constructed with the subject line "SSN4 SSA FILE ERROR". and a mail body line of "The count of Detail Records does not match the Control Record Count element. Job MV357 has terminated without further processing."
4. When all file integrity tests are completed and passed, MV620357 will process each Detail record in turn with elementary edits on the presence and format of the Names, SSN4 and DOB.
  - a) Each record will be formatted and transmitted to SSA using the UNI Message database and HAVV inquiry format with VOTER ID as the turnaround data.
  - b) Each transmitted record will be logged to the DVOTEHA local database using the SoS Voter ID as a key. The SSA inquiry date will be maintained as a part of the record.
5. Following the transmission of all data records in the input file, the program will scan the UNI Message log for response Type 'RH' from SSA. For each response:
  - a) Obtain the VOTER ID from the response and access the DVOTHEHA record for that voter.
  - b) Format and write a SoS return record with the SSA return code.
  - c) Mark the DVOTEHA database record as complete.
6. Finally, MV610357 will read each record in the DVOTEHA database, with the first record, in search of inquiries that have been awaiting SSA responses for more than a specified period and, for responses that have been completed for more than a specified period. The following actions are performed.
  - a) For each overdue response, the inquiry will be sent again and the "Resent Indicator" will be set.
  - b) For each overdue response with a "Resent\_Ind" turned on and older than the threshold date, the record will be extracted and returned to SoS with " " in the SSA Response Code. The DVOTEHA record will be marked as complete.
  - c) For each completed and aged response, the DVOTEHA record will be deleted.



SoS SSN4 File Description:

**CONTROL RECORD:**

|                |      |     |          |
|----------------|------|-----|----------|
| RECORD_TYPE    | CHAR | 1   | '0'      |
| RUN_DATE       | CHAR | 8   | CCYYMMDD |
| PROCESSING_SEQ | CHAR | 8   |          |
| RECORD_COUNT   | CHAR | 4   |          |
| FILLER         | CHAR | 159 |          |

**DETAIL RECORD:**

|                 |      |    |          |
|-----------------|------|----|----------|
| RECORD_TYPE     | CHAR | 1  | '1'      |
| VOTER_ID        | CHAR | 9  |          |
| LAST_NAME       | CHAR | 40 |          |
| FIRST_NAME      | CHAR | 40 |          |
| MIDDLE_NAME     | CHAR | 40 |          |
| SUFFIX          | CHAR | 15 |          |
| DOB             | CHAR | 8  | CCYYMMDD |
| SSN4            | CHAR | 4  |          |
| SSA_RETURN_CODE | CHAR | 1  |          |
| FILLER          | CHAR | 22 |          |

**INCLUDES/COPYBOOKS**

```

DVOTEHA0IO - I/O overlay for the DVOTEHA ZERO SEGMENT
  3 DV0_SOS_VOTER_ID          CHAR(9),
  3 DV0_SSN_LAST4             CHAR(4),
  3 DV0_LAST_NAME             CHAR(30),
  3 DV0_FIRST_NAME            CHAR(20),
  3 DV0_MIDDLE_NAME           CHAR(20),
  3 DV0_NAME_SUFFIX           CHAR(3),
  3 DV0_SSA_DATE               CHAR(8),          /*CCYYMMDD*/
  3 DV0_RESENT_IND            CHAR(1),
  3 DV0_RESPONSE_DATE         CHAR(8),          /*CCYYMMDD*/
  3 DV0_RETURN_CODE            CHAR(8),
  3 Dv0_Filler                 Char(19);
/* END OF INCLUDE MEMBER DVOTEHA0IO */

```

**SOSHAVAINC**

```

DCL SOS_INPUT          CHAR(180)      INIT(' ');

DCL 1 SOS_HEADER        BASED(PTR_SOS),
  3 RECORD_TYPE          CHAR(1),
  3 RUN_DATE             CHAR(8), /*CCYYMMDD*/
  3 PROCESSING_SEQ        CHAR(8),
  3 RECORD_COUNT          CHAR(4),
  3 FILLER                CHAR(159);

DCL 1 SOS_Detail         BASED(PTR_SOS),
  3 RECORD_TYPE          CHAR(1),
  3 VOTER_ID              CHAR(9),
  3 LAST_NAME             CHAR(40),
  3 FIRST_NAME            CHAR(40),
  3 MIDDLE_NAME           CHAR(40),
  3 SUFFIX                CHAR(15),
  3 DOB                   CHAR(8),
  3 SSN4                  CHAR(4),
  3 SSA_RETURN_CODE       CHAR(1),
  3 FILLER                CHAR(22);

DCL PTR_SOS             POINTER;
PTR_SOS = ADDR(SOS_INPUT);

/* END OF INCLUDE MEMBER SOSHAVAINC */

```

The following Include books are for the initial load file extract:

SOS\_DetailA:

|                          |           |
|--------------------------|-----------|
| 3 CUST_SEQ_NUMBER        | CHAR(08), |
| 3 LAST_CHANGE_DATE       | CHAR(08), |
| 3 CUST_LAST_NAME         | CHAR(40), |
| 3 CUST_FIRST_NAME        | CHAR(40), |
| 3 CUST_MIDDLE_NAME       | CHAR(40), |
| 3 CUST_NAME_SUFFIX       | CHAR(15), |
| 3 CUST_DOB               | CHAR(08), |
| 3 CUST_NUMBER            | CHAR(25), |
| 3 CUST_SSN_LAST4         | CHAR(04), |
| 3 CREDENTIAL_TYPE        | CHAR(02), |
| 3 CREDENTIAL_CLASS       | CHAR(01), |
| 3 CREDENTIAL_ISSUE_DATE  | CHAR(08), |
| 3 CREDENTIAL_EXPIRE_DATE | CHAR(08), |
| 3 CUST_SUSPEND_IND       | CHAR(01), |
| 3 CUST_REVOC_IND         | CHAR(01), |
| 3 CUST_CANCEL_IND        | CHAR(01), |
| 3 RESIDENCE_ADDR         | CHAR(40), |
| 3 RESIDENCE_ADDR_CITY    | CHAR(30), |
| 3 RESIDENCE_ADDR_STATE   | CHAR(02), |
| 3 RESIDENCE_ADDR_ZIP5    | CHAR(05), |
| 3 RESIDENCE_ADDR_ZIP4    | CHAR(04), |
| 3 RESIDENCE_COUNTY       | CHAR(02), |
| 3 MAILIND_ADDR           | CHAR(40), |
| 3 MAILING_ADDR_CITY      | CHAR(30), |
| 3 MAILING_ADDR_STATE     | CHAR(02), |
| 3 MAILING_ADDR_ZIP5      | CHAR(05), |
| 3 MAILING_ADDR_ZIP4      | CHAR(04), |
| 3 SOS_DETLA_FILLER       | CHAR(41); |

SOS\_DetailB

|                    |           |
|--------------------|-----------|
| 3 CUST_SEQ_NUMBER  | CHAR(08), |
| 3 AKA_LAST_NAME    | CHAR(40), |
| 3 AKA_FIRST_NAME   | CHAR(40), |
| 3 AKA_MIDDLE_NAME  | CHAR(40), |
| 3 AKA_NAME_SUFFIX  | CHAR(08), |
| 3 AKA_DOB          | CHAR(08), |
| 3 SOS_DETLB_FILLER | CHAR(26); |

SOS\_DetailC

|                        |           |
|------------------------|-----------|
| 3 CUST_SEQ_NUMBER      | CHAR(08), |
| 3 PREVIOUS_DLN         | CHAR(25), |
| 3 PREVIOUS_CLASS       | CHAR(01), |
| 3 PREVIOUS_TYPE        | CHAR(02), |
| 3 PREVIOUS_ISSUE_DATE  | CHAR(08), |
| 3 PREVIOUS_EXPIRE_DATE | CHAR(08), |
| 3 SOS_DETLC_FILLER     | CHAR(28); |



## Signature Processing for New eVoter Process (VRAZ-II)

### Initial Load:

We will provide a table (eVoterSignatureExtract) in the present MVD eVoter database that will be accessible by the present user eVoter. This table will contain the latest credential data for each customer in the CIS (Central Image Server) system.

### The format of the table will be:

| TABLE eVoterSignatureExtract |              |
|------------------------------|--------------|
| SeqNumber                    | varchar (13) |
| ImageCreateDate              | datetime     |
| UploadDate                   | datetime     |
| Signature                    | image        |

### Daily Processing:

We will provide a web service CISSignature (preliminary WSDL attached) that will respond with the most recent credential data for the SeqNumber requested:

#### Request:

|           |        |
|-----------|--------|
| SeqNumber | string |
|-----------|--------|

#### Response:

|                 |          |
|-----------------|----------|
| ImageCreateDate | datetime |
| UploadDate      | datetime |
| Signature       | image    |
| Status          | string   |

Status will contain the following data:

- OK = data for SeqNumber returned
- No Rows = No data on CIS for SeqNumber
- System Unavailable = Critical system error

The CISSignature web service will be installed on the MVD Third Party web server DDLEXTRA and all web service traffic will be secured via SSL.

### Preliminary Signature Web Service WSDL

```
<?xml version="1.0" encoding="utf-8" ?>
- <wsi:definitions xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/"
  xmlns:tm="http://microsoft.com/wsdl/mime/textMatching/"
  xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
  xmlns:mime="http://schemas.xmlsoap.org/wsdl/mime/"
  xmlns:tns="http://azdot.gov/CISSignatureService/"
  xmlns:s="http://www.w3.org/2001/XMLSchema"
  xmlns:soap12="http://schemas.xmlsoap.org/wsdl/soap12/"
  xmlns:http="http://schemas.xmlsoap.org/wsdl/http/"
  targetNamespace="http://azdot.gov/CISSignatureService/"
  xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/">
- <wsdl:types>
- <s:schema elementFormDefault="qualified"
  targetNamespace="http://azdot.gov/CISSignatureService/">
- <s:element name="GetCISSignatureData">
- <s:complexType>
```

```

- <s:sequence>
- <s:element minOccurs="0" maxOccurs="1" name="SeqNum" type="s:string" />
- </s:sequence>
- </s:complexType>
- </s:element>
- <s:element name="GetCISSignatureDataResponse">
- <s:complexType>
- <s:sequence>
- <s:element minOccurs="0" maxOccurs="1" name="GetCISSignatureDataResult"
  type="tns:CISSignatureResponse" />
- <s:element minOccurs="0" maxOccurs="1" name="Status" type="s:string" />
- </s:sequence>
- </s:complexType>
- </s:element>
- <s:complexType name="CISSignatureResponse">
- <s:sequence>
- <s:element minOccurs="0" maxOccurs="1" name="ImageCreateDate" type="s:string" />
- <s:element minOccurs="0" maxOccurs="1" name="UploadDate" type="s:string" />
- <s:element minOccurs="0" maxOccurs="1" name="Signature" type="s:string" />
- </s:sequence>
- </s:complexType>
- </s:schema>
- </wsdl:types>
- <wsdl:message name="GetCISSignatureDataSoapIn">
- <wsdl:part name="parameters" element="tns:GetCISSignatureData" />
- </wsdl:message>
- <wsdl:message name="GetCISSignatureDataSoapOut">
- <wsdl:part name="parameters" element="tns:GetCISSignatureDataResponse" />
- </wsdl:message>
- <wsdl:portType name="CISSignatureSoap">
- <wsdl:operation name="GetCISSignatureData">
- <wsdl:documentation
  xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/">GetCISSignatureData</wsdl:documentatio
  n>
- <wsdl:input message="tns:GetCISSignatureDataSoapIn" />
- <wsdl:output message="tns:GetCISSignatureDataSoapOut" />
- </wsdl:operation>
- </wsdl:portType>
- <wsdl:binding name="CISSignatureSoap" type="tns:CISSignatureSoap">
- <soap:binding transport="http://schemas.xmlsoap.org/soap/http" />
- <wsdl:operation name="GetCISSignatureData">
- <soap:operation soapAction="http://azdot.gov/CISSignatureService/GetCISSignatureData"
  style="document" />
- <wsdl:input>
- <soap:body use="literal" />
- </wsdl:input>
- <wsdl:output>
- <soap:body use="literal" />
- </wsdl:output>
- </wsdl:operation>
- </wsdl:binding>
- <wsdl:binding name="CISSignatureSoap12" type="tns:CISSignatureSoap">
- <soap12:binding transport="http://schemas.xmlsoap.org/soap/http" />
- <wsdl:operation name="GetCISSignatureData">

```

```

    <soap12:operation soapAction="http://azdot.gov/CISSignatureService/GetCISSignatureData"
    style="document" />
- <wsdl:input>
  <soap12:body use="literal" />
  </wsdl:input>
- <wsdl:output>
  <soap12:body use="literal" />
  </wsdl:output>
  </wsdl:operation>
  </wsdl:binding>
- <wsdl:service name="CISSignature">
- <wsdl:port name="CISSignatureSoap" binding="tns:CISSignatureSoap">
  <soap:address
    location="http://localhost/CustomService/CISSignature/CISSignatureService.asmx" />
  </wsdl:port>
- <wsdl:port name="CISSignatureSoap12" binding="tns:CISSignatureSoap12">
  <soap12:address
    location="http://localhost/CustomService/CISSignature/CISSignatureService.asmx" />
  </wsdl:port>
  </wsdl:service>
</wsdl:definitions>

```

## Appendix D.3 – VRAZ II Secretary of State HAVA March 2008

HEAT # 815114  
VRAZ II - Secretary of State  
HAVA

REQUEST DATE: 04/21/2007 BUSINESS ANALYST Cindy Gage Ext. 6832

APPLICATION:

☐ REGISTRATION ENFORCEMENT ☒ DRIVERS ☐ MANDATORY INSURANCE ☐ TARGETS  
☐ ABANDONED VEHICLE ☐ ARMANI ☐ T & R ☐ MOBILE HOME ☐ DEALERS  
☐ SERVICEARIZONA

UNIT/SECTION Competitive Group Partnership ORG# None MAIL DROP None

REQUESTOR Penny Martucci PHONE

MANAGEMENT APPROVAL Penny Martucci PHONE

CONTACT PERSON Craig Stender (SOS); Cindy Gage (MVD) PHONE

IS THIS DATE THE RESULT OF LEGISLATION OR A MANDATED CHANGE? Yes, Help America Vote Act

WHEN IS THIS REQUEST NEEDED? May 2007

User Approval:

| Name             | Title                     | Signature | Date |
|------------------|---------------------------|-----------|------|
| Penny Martucci   | CGP Manager               |           |      |
| Christie Estrada |                           |           |      |
| Craig Stender    | Secretary of State office |           |      |
|                  |                           |           |      |
|                  |                           |           |      |
|                  |                           |           |      |
|                  |                           |           |      |
|                  |                           |           |      |
|                  |                           |           |      |

## Document History

| Version Number | Reason         | Analyst    | Date       |
|----------------|----------------|------------|------------|
| 1.0            | Original Draft | Cindy Gage | 02/13/2008 |
|                |                |            |            |
|                |                |            |            |

## I. Project Background

This project addresses Phase I of the revised Secretary of State (SOS) Voter Verification process. Phase I will fully replace the HAVA processing which accepts a voter registration file and validates that file against the Drivers database or, in the absence of a credential and file signature, inquires of SSA to validate Name, DOB and the last four digits of SSN. Instead, this new process will provide SOS with a database extract of Drivers information that will permit them to validate most Voter registration in a real-time fashion. Only those Customers with a License, Permit or ID Card will be provided to the SOS. Daily updates of changed and new records will be provided.

### NEW VRAZ-II SYSTEM OBJECTIVE:

The SOS is in the process of implementing a new statewide voter registration system. The new system will be a true statewide, real-time system. The current checks for felons, MVD, and death records are done in batch once a night. The new system will check the external data (Court, Death, MVD) as the voter registration record is being added or modified.

The scope of this Phase I design specification deals with all necessary development within the Drivers Licensing system that will:

1. Provide an initial, full database extract to SoS to build their database.
2. Provide daily updates to maintain the SoS database.
3. Provide a new method to acquire Signature images.
4. Perform SSA validation of Voter Registration Records that do not appear on the full database, and

Return SSA responses to the SoS

### A. Research/Analysis

#### Existing System

1. Current HAVA Matching- The current Secretary of State (SoS) and Motor Vehicle Division (MVD) matching process takes place once a day. The purpose of the HAVA matching is to ensure that the information entered on the voter registration form is electronically matched against the Motor Vehicle Database. In addition, the HAVA matching process checks citizenship by determining if the driver license number entered was issued prior to 10-1-1996. Each night, the SoS sends over a file of all new or modified voter registration records that need to be matched against the MVD database. In that matching process, the voter registration record is compared against the MVD driver license database. If the voter registration record has the last four digits of social security number, it is compared to the SSN on the MVD database (if it exists). If the record on the MVD database has a verified SSN, the last four digits of the SSN from the voter registration record are compared and the results of the match passed back. If the SSN is not verified on the MVD DL database, MVD creates a file of all unverified SSN4's and sends them to the SSA to be verified through the HAVV application.

## II. Business Rules -

### ONLINE Changes to MVD Systems

- Online transactions will be reviewed to make sure that Drivers Segment changes are being logged. Proper logging is critical to the successful daily update of the SoS data. Any omissions in this area will be noted and corrected to provide accurate daily logs for change data extract.

### BATCH

- One existing program that currently runs in job MV357 will be modified to handle the new, trimmed down version of HAVV SSA verification.

1. Program MV610357 currently accepts SoS records and matches them against the MVD database. It also sends any unverified records to the SSA for special SSN4 validation. All MVD matching will be stripped from this program. Its sole purpose will be to serve as a connection with the SSA for the SoS where records need to be verified. It also will continue to log those requests to a modified DVOTEHA database and monitor them for responses.
  2. Logic that now resides in MV610358 will be moved to program MV610357. This logic scans the UNI database for responses to the HAVV inquiries. Return records for SoS will be formatted and the DVOTEHA record will be marked as complete. This program also looks for unanswered queries on the DVOTEHA database and resends them after a specified period of time. As a final chore, the program, during the DVOTEHA scan, deletes any completed queries over a specified age. The time periods to wait before resending unanswered queries and wait before deleting completed entries are parameters that are supplied to the program at run time.
- Two new jobs, MV359 and MV361, will be developed to create extracts of the MVD Database. The first, Mv359, will run on request to create a complete extract of all eligible Customer records. The second, MV361, will run daily and will create a file of all new or changed records.
  - **Full MVD Database Extract:**
- Job MV359, program MV610359, will run on request and will extract all eligible Customers to a fixed column length file. Eligibility is determined by the presence of a credential with Class A, B, C, D, G, M or I, even if revoked, suspended or expired. No cancelled (Status Codes 34, 35, 36 or 95) credentials will be sent with the initial load.

Each of the following records will be contained in a separate, fixed length file.



### A. A. Demographics

|                        |      |    |                                                                                                |
|------------------------|------|----|------------------------------------------------------------------------------------------------|
| CUST_SEQ_NUMBER        | CHAR | 8  |                                                                                                |
| LAST_CHANGE_DATE       | CHAR | 8  | CCYYMMDD Taken from the greater of Update Date, Doc Date or Change Date                        |
| CUST_LAST_NAME         | CHAR | 40 |                                                                                                |
| CUST_FIRST_NAME        | CHAR | 40 |                                                                                                |
| CUST_MIDDLE_NAME       | CHAR | 40 |                                                                                                |
| CUST_NAME_SUFFIX       | CHAR | 15 |                                                                                                |
| CUST_DOB               | CHAR | 8  | CCYYMMDD                                                                                       |
| CUST_NUMBER            | CHAR | 25 |                                                                                                |
| CUST_SSN_LAST4         | CHAR | 4  |                                                                                                |
| CREDENTIAL_TYPE        | CHAR | 2  |                                                                                                |
| CREDENTIAL_CLASS       | CHAR | 1  |                                                                                                |
| CREDENTIAL_ISSUE_DATE  | CHAR | 8  | CCYYMMDD                                                                                       |
| CREDENTIAL_EXPIRE_DATE | CHAR | 8  | CCYYMMDD                                                                                       |
| CUST_SUSPEND_IND       | CHAR | 1  | 'Y' when status code is 01,02,04,07,09,13,15,16,20,109 or Class = I and SC = 51 otherwise, 'N' |

A. CUST\_REVOC\_IND CHAR 1 'Y' WHEN STATUS CODE IS 06 otherwise, 'N'

B. CUST\_CANCEL\_IND CHAR 1 'Y' WHEN STATUS CODE 34,35,  
C. 36 or 95 or  
D. Class=I and SC=72,  
E. otherwise 'N'

|                      |      |    |
|----------------------|------|----|
| RESIDENCE_ADDR       | CHAR | 40 |
| RESIDENCE_ADDR_CITY  | CHAR | 30 |
| RESIDENCE_ADDR_STATE | CHAR | 2  |
| RESIDENCE_ADDR_ZIP5  | CHAR | 5  |
| RESIDENCE_ADDR_ZIP4  | CHAR | 4  |
| RESIDENCE_COUNTY     | CHAR | 2  |
| MAILING_ADDR         | CHAR | 40 |
| MAILING_ADDR_CITY    | CHAR | 30 |
| MAILING_ADDR_STATE   | CHAR | 2  |
| MAILING_ADDR_ZIP5    | CHAR | 5  |
| MAILING_ADDR_ZIP4    | CHAR | 4  |

### B. AKA (Also Known As)

|                 |      |    |          |
|-----------------|------|----|----------|
| CUST_SEQ_NUMBER | CHAR | 8  |          |
| AKA_LAST_NAME   | CHAR | 40 |          |
| AKA_FIRST_NAME  | CHAR | 40 |          |
| AKA_MIDDLE_NAME | CHAR | 40 |          |
| AKA_NAME_SUFFIX | CHAR | 8  |          |
| AKA_DOB         | CHAR | 8  | CCYYMMDD |

### C. Previous DLN (Only AZ Licenses Included)

|                      |      |    |          |
|----------------------|------|----|----------|
| CUST_SEQ_NUMBER      | CHAR | 8  |          |
| PREVIOUS_DLN         | CHAR | 25 |          |
| PREVIOUS_CLASS       | CHAR | 1  |          |
| PREVIOUS_TYPE        | CHAR | 2  |          |
| PREVIOUS_ISSUE_DATE  | CHAR | 8  | CCYYMMDD |
| PREVIOUS_EXPIRE_DATE | CHAR | 8  | CCYYMMDD |

## MVD Daily Extract for New or Updated Records:

The daily extract files will provide SoS with updates for new or changed records through daily extracts and transmissions. The trigger process for selecting a Customer record will be the change logging that already drives the same change updates for MVD's Data Warehouse. Inserts, updates and deletes are logged to the IMS system log and processed once each day. The trigger for each record is a logged change to segment DM0 (Drivers Base record) or to segment DM9 (Address history) with a Mailing Address indicator.

The Update Records and the Control Record are transmitted in the same files.

### Control Record:

|                |      |   |          |
|----------------|------|---|----------|
| Record Type    | CHAR | 1 | '0'      |
| RUN DATE       | CHAR | 8 | CCYYMMDD |
| PROCESSING_SEQ | CHAR | 8 |          |
| RECORD_COUNT   | CHAR | 4 |          |
| Filler         | CHAR |   |          |

### Detail Record:

|                        |      |    |          |
|------------------------|------|----|----------|
| RECORD_TYPE            | CHAR | 1  | '1'      |
| CUST_SEQ_NUMBER        | CHAR | 8  |          |
| LAST_CHANGE_DATE       | CHAR | 8  | CCYYMMDD |
| CUST_LAST_NAME         | CHAR | 40 |          |
| CUST_FIRST_NAME        | CHAR | 40 |          |
| CUST_MIDDLE_NAME       | CHAR | 40 |          |
| CUST_NAME_SUFFIX       | CHAR | 15 |          |
| CUST_DOB               | CHAR | 8  | CCYYMMDD |
| CUST_NUMBER            | CHAR | 25 |          |
| CUST_SSN_LAST4         | CHAR | 4  |          |
| CREDENTIAL_TYPE        | CHAR | 1  |          |
| CREDENTIAL_CLASS       | CHAR | 1  |          |
| CREDENTIAL_ISSUE_DATE  | CHAR | 8  | CCYYMMDD |
| CREDENTIAL_EXPIRE_DATE | CHAR | 8  | CCYYMMDD |
| CUST_SUSPEND_IND       | CHAR | 1  |          |
| CUST_REVOKE_IND        | CHAR | 1  |          |
| CUST_CANCEL_IND        | CHAR | 1  |          |
| RESIDENCE_ADDR         | CHAR | 40 |          |
| RESIDENCE_ADDR_CITY    | CHAR | 30 |          |
| RESIDENCE_ADDR_STATE   | CHAR | 2  |          |
| RESIDENCE_ADDR_ZIP5    | CHAR | 5  |          |
| RESIDENCE_ADDR_ZIP4    | CHAR | 4  |          |
| RESIDENCE_COUNTY       | CHAR | 2  |          |
| MAILING_ADDR           | CHAR | 40 |          |
| MAILING_ADDR_CITY      | CHAR | 30 |          |
| MAILING_ADDR_STATE     | CHAR | 2  |          |
| MAILING_ADDR_ZIP5      | CHAR | 5  |          |
| MAILING_ADDR_ZIP4      | CHAR | 4  |          |

## MVD Daily SSN4 to SSA Process:

Under normal circumstances, the SoS will be able to verify a Voter Registration by comparing the data received to the MVD information captured through the one-time load and daily maintenance processes. In cases where the Registration Data matches the MVD data, the verification is complete. However, if there is no matching Customer on file or, the SSN4 information is missing in the MVD record or, the MVD SSN4 information does not match the Registration data, the Voter Registration information will be forwarded to MVD for matching with the SSA (Social Security Administration).

The SoS transmission for this process will consist of one file containing a Header Record followed by the detail records. The Header Record contains the Processing Sequence Number, the Run Date and the Record Count for control purposes. There will not always be input for the SSA check but the file will always be transmitted with, at least, a Control Record. If the Control Record contains zeroes for Record Count, the MVD process will expect the remainder of the file to be empty.

Daily processing will consist of the following:

SoS SSN4 File Description:

**CONTROL RECORD:**

|                |      |     |          |
|----------------|------|-----|----------|
| RECORD_TYPE    | CHAR | 1   | '0'      |
| RUN_DATE       | CHAR | 8   | CCYYMMDD |
| PROCESSING_SEQ | CHAR | 8   |          |
| RECORD_COUNT   | CHAR | 4   |          |
| FILLER         | CHAR | 159 |          |

**DETAIL RECORD:**

|                 |      |    |          |
|-----------------|------|----|----------|
| RECORD_TYPE     | CHAR | 1  | '1'      |
| VOTER_ID        | CHAR | 9  |          |
| LAST_NAME       | CHAR | 40 |          |
| FIRST_NAME      | CHAR | 40 |          |
| MIDDLE_NAME     | CHAR | 40 |          |
| SUFFIX          | CHAR | 15 |          |
| DOB             | CHAR | 8  | CCYYMMDD |
| SSN4            | CHAR | 4  |          |
| SSA_RETURN_CODE | CHAR | 1  |          |
| FILLER          | CHAR | 22 |          |

### III. Legal/Contractual Requirements

A. Obtained through Competitive Group Partnerships

### IV. Statistics/Measurements

A. To be determined

B.

### V. Appendix

A. Status code listing

## Appendix A

## DRIVERS SYSTEM STATUS CODES

|    |                                                   |           |                                                              |
|----|---------------------------------------------------|-----------|--------------------------------------------------------------|
| 01 | OIG DL/ID Card Stop                               | 59        | No Longer Used                                               |
| 02 | Suspension                                        | 60        | (CP) Admin Per Suspension – Commercial Privileges Only       |
| 03 | Potential ID Theft (TriWest)                      | 61        | Ignition Interlock Device Required                           |
| 04 | Implied Consent Suspension                        | 62        | Conviction Segment Present                                   |
| 05 | Prohibit All Identification Card Services         | 63        | Comments Segment Present                                     |
| 06 | Revocation                                        | 64        | \$20 Reinstatement Fee Due – Revocation                      |
| 07 | FR Suspension (DL Only)                           | 65        | Driver Improvement Segment Present                           |
| 08 | FR Suspension – All Registrations                 | 66        | TSS Segment Present                                          |
| 09 | NRVC Suspension – Failure to Comply               | 67        | Financial Responsibility Segment Present                     |
| 10 | Warrant Outstanding                               | 68        | SR22 Segment Present                                         |
| 11 | Assigned to TSS                                   | 69        | Peace Officer Confidentiality                                |
| 12 | Pending Action                                    | 70        | Traffic Complaint Segment Present                            |
| 13 | Mandatory Insurance Suspension (DL Only)          | 71        | Permit Segment Present                                       |
| 14 | Restricted To/From Work & On Job Only             | 72        | ID Card Cancelled – SSN Not Verified                         |
| 15 | Suspension - MVD Action Required                  | 73        | No Longer Used                                               |
| 16 | Suspension - Court Action Required                | 74        | No Longer Used                                               |
| 17 | No Longer Used                                    | 75        | Parent approval certificate submitted for Class G license    |
| 18 | No Longer Used                                    | 76        | No Longer Used                                               |
| 19 | No Longer Used                                    | 77        | Sex Offender Registration                                    |
| 20 | Admin Per Se Suspension                           | 78        | Enable Address Update on Sex Offender Record                 |
| 21 | Court Directed Alcohol Classes                    | 79        | Illegal Alien                                                |
| 22 | Required Documentation (Legal Guardian Affidavit) | 80        | Abandoned Vehicle in Progress                                |
| 23 | Prohibited From Obtaining a DL Permit             | 81        | Opt-Out For Commercial Mailing Lists                         |
| 24 | Pending Extension                                 | 82        | Ignition Interlock Device suspension/revocation restriction  |
| 25 | \$50.00 Reinstatement Fee Due – Admin Per Se      | 83        | Road Test Administered By Third Party Tester                 |
| 26 | Reinstatement Fee Due – FR/MI Action              | 84        | Road Test Waived - Employer Certification                    |
| 27 | Reinstatement Fee Due                             | 85        | Third Party Tester                                           |
| 28 | SR22 Required Because of FR Action                | 86        | Record Marked for Purge/Deletion                             |
| 29 | SR22 Required Because of DI Action                | 87        | Deceased                                                     |
| 30 | SR22 Required Vehicle Only - MI Action            | 88        | CDL Medical Waiver                                           |
| 31 | Activity Alert (See DM3 Comments)                 | 89        | Medical Susp/Rev - CDL Privileges Only (Temporary)           |
| 32 | Also Known As (AKA) Record(s)                     | 90        | Medical Susp/Rev - CDL Privileges Only (Permanent)           |
| 33 | Restrictions                                      | 91        | CDL Medically Qualified – Meets Standards                    |
| 34 | License Canceled                                  | 92        | (CDLIS) Change State of Record in Progress                   |
| 35 | License Canceled – PDPS                           | 93        | Current or Prior CDL or CDL Violation Pointer                |
| 36 | License Canceled – Out of State                   | 94        | PDPS Pointer Record                                          |
| 37 | CDL Disqualification                              | 95        | NSF Cancellation – DL, IP, ID                                |
| 38 | Surrender of Prior CDL Required                   | 96        | Used Technically – does not display on record                |
| 39 | Abandoned Vehicle Fee Due                         | 97        | Used Technically – does not display on record                |
| 40 | No longer Use as of 06/22/06                      | 98        | SSN verified                                                 |
| 41 | No longer Use as of 06/22/06                      | 99        | Used Technically – does not display on record                |
| 42 | Military Personnel                                | 100       | \$10 Reinstatement Fee Due, CDL Privilege                    |
| 43 | Prison Inmate                                     | 101       | \$20 Revocation Reinstatement Due, CDL Privilege             |
| 44 | School Bus Driver                                 | 102       | \$50 Admin Per Se Reinstatement Due, CDL Privilege           |
| 45 | No Longer Used                                    | 103       | Used Technically – does not display on record                |
| 46 | No Longer Used                                    | 104       | Used Technically – does not display on record                |
| 47 | No Longer Used                                    | 105       | Money Due MVD - DCK                                          |
| 48 | No Longer Used                                    | 106       | TTEAP – Prohibit Vehicle Registration Renewal                |
| 49 | No Longer Used                                    | 107       | Selective Service Registration                               |
| 50 | No Longer Used                                    | 108       | Out of State Digital Image Requested                         |
| 51 | Identification Card Suspended                     | 109       | Out of State FTA/FTC/FTP suspension                          |
| 52 | License, Permit & ID Card Services Prohibited     | 110       | Not Used                                                     |
| 53 | No Longer Used                                    | 111       | Decertified Ignition Interlock Installer                     |
| 54 | No Longer Used                                    | 112 - 119 | Not Used                                                     |
| 55 | No Longer Used                                    | 120       | Digital Image on File                                        |
| 56 | No Longer Used                                    | 121       | Digital Signature on File                                    |
| 57 | No Longer Used                                    | 122       | Record set for nightly combine process AKA delete prohibited |
| 58 | No Longer Used                                    |           |                                                              |

## **Appendix D.4 – VRAZ II Electronic Voter Enhancement Technical Design Specification May 2008**

### **VRAZ II – Electronic Voter Enhancement HEAT: 902277**

### **Technical Design Specification**

Prepared By: Kep Rich  
Date Created: 21-Jan-2008  
Last Update: 11-Mar-2008

Delivery Date: **Est. May, 2008**

#### **User Approval:**

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| 1.0                   | Original draft                                     | 1/29/2008   |
| 1.1                   | Updated assumptions and Voterfile<br>record length | 3/11/2008   |
|                       |                                                    |             |
|                       |                                                    |             |
|                       |                                                    |             |
|                       |                                                    |             |
| 1.X                   | Final                                              |             |

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## **Project Overview**

### **VRAZ II**

MVD is to work in conjunction with the office of Secretary of State (SOS) to redesign the existing automated interface of the Arizona Electronic Voter Registration system between MVD and the SOS, known as VRAZ. This phase, known as *VRAZ II – Voter Registration File*, is the last phase in a larger effort to streamline the data collection processes of the SOS. These changes are designed to simplify the processes and improve the accuracy of reported MVD customer changes to the SOS thereby enabling the SOS to self manage all the required elements of the voter registration process.

Major areas impacted:

1. MVD online applications which capture MVD voter registrations within a MVD office
2. Service AZ (SAZ) online application which capture voter registrations
3. Batch processes to extract and transmit the voter information to the SOS

## **Design Scope**

The scope of this design specification deals with redesigning the capture, storage (temporary), and transmission of required electronic voter registration data elements from MVD to the SOS.

## **Exclusions & Assumptions**

- This design does not include required changes to the overall HAVA II data collection processes. These changes are part of a separate but coordinated MVD/SOS development that must be completed prior to the implementation of these VRAZ II changes.
- Any SOS required voting data elements that are not currently captured within the existing MVD/SAZ electronic voter registration process must be added to the Service Arizona (SAZ) EZ Voter application for its collection and transmission. This would be a separate development effort.
- Existing MVD and SAZ voter registration requirements and functions will not be changed.
- Existing MVD printed voter registration documents and printed voter receipts will not be changed for this development.

## **Summary – Existing System**

The current Arizona electronic voter registration system captures voter registrations from two sources:

1. Most any MVD field office which can issue driver licenses
2. Service Arizona – EZ Voter

The system also collects all Name and Address changes for reporting to the SOS daily. This data collection is necessary for the SOS to maintain accurate name and address records for previously registered voters.

All name, address changes and voter registrations are merged with their associated digital signature on file and forwarded daily to the SOS for processing. Voter registrations that originate within a MVD office are typically held in process for 24 hours until their associated digital information has been verified at which point the voter registration is forwarded to the SOS. In some cases where a voter has registered at a MVD office, the digital information is never applied and therefore the voter registration is not forwarded to the SOS. In these cases MVD forwards a daily '7 Day Old Voter' file to the SOS for the purpose of notifying the voter that their registration was not processed.

## Summary – Proposed Changes

The proposed system changes will streamline all MVD processes used to collect and process electronic voter registrations.

- SAZ – EZ Voter and MVD office online licensing applications will be changed to collect only voter registrations. Name and address changes are not required to be captured.
- Online voter registration temporary data store will be changed to capture only required elements.
- Daily batch processes that format voter registration files to the SOS will be changed to reflect the required elements and formatting.
- The ‘7 Day Old Voter’ file will stop being produced as it is no longer required
- MVD will stop forwarding the daily eVoter data file to AZCIS for digital signature collection (Marge’s process)

## ONLINE

The following transactions will need to be modified:

- **MDAPP – Driver Licensing Application**
  - Replace existing voter registration code to process only voter registrations using only the required data elements
  - Remove voter logging of both name and/or address changes when there is no voter registration being performed
  - Existing voter rules and functions will remain unchanged
- **MDPER/MDIDC – Driver Permit and ID card Application**
  - Replace existing voter registration code to process only voter registrations using only the required data elements
  - Existing voter rules and functions will remain unchanged
- **MDADR – Customer Address maintenance Application**
  - Remove all voter logging of address changes
- **MDCOR – Customer Record Correction Application**
  - Remove all voter logging of both name and address changes
- **MDEDL – Dedicated Service Arizona Application**
  - Replace existing voter registration code to process only voter registrations using only the required data elements
  - Remove voter logging of address changes when there is no voter registration being performed
  - Existing voter rules and functions will remain unchanged

## BATCH

The following Batch jobs and applications will need to be modified:

- **MV610345 (MV345) – Status code update for digital photo and signature**
  - Remove processing which reviews aged voter requests and produces the ‘7 Day Old Voter’ file

- **MV610355 (MV355)** – Evoter daily extract to format Evoter file for the SOS
  - Replace voter database structure and output file format
  - Add new parameter process to format a single output header record to contain the file sequence number, date, and total record count (excluding the header record). The parameter will increment the sequence number by 1 after each successful run.
    - Sequence\_Number PIC'99999999'
    - Filler CHAR(1)
    - Process\_Date CHAR(8) (CCYYMMDD)
    - Filler CHAR(1)
    - Record\_Count PIC'99999999'
    - Filler to the EOF
  - The FTP process will be changed to send the file directly to the SOS or to a secured FTP server that the SOS can access for retrieval.
    - File name will be fixed – name is TBD
- **MV610354 (MV354)** – On Demand Evoter DB archive and recovery
  - Replace voter database structure
- **MV610356 (MV356)** – Monthly Evoter DB purge
  - Replace voter database structure and update any necessary purge criteria

## **Technical Specifications**

### **New Screens**

- None

### **Screen Changes**

- None

### **New Batch Applications**

- None

### **Batch Application Changes**

- Specifications to be detailed at a later date

### **Online Application Changes**

- Specifications to be detailed at a later date

#### **INCLUDES/COPYBOOKS**

VOTEDCL; to be modified - see Appendix  
 VOTERFILE; **new** - see Appendix

#### **ERROR MESSAGES**

None

#### **PSB – Additions/Changes**

None

#### **MFS – Additions/Changes**

None

#### **DBD – Additions/Changes**

None - the voter database IO will be the only change

## APPENDIX A – Includes/Copybooks

### VOTEDCL

```

DCL 1 VOTEROIO                                BASED(VOTERO),
  5 VOTERO_TRAN_DATE_TIME CHAR(8), /* TRANSACTION DATE */
                                     CHAR(9), /* TRAN TIME-HHMMSSTTT */
  5 VOTERO_DMO_SEQ CHAR(3), /* DMO ROOT SEQUENCE */
  5 VOTERO_RACFID CHAR(8), /* TRANSACTION RACFID */
  5 VOTERO_TRAN_NAME CHAR(8), /* TRANSACTION NAME */
  5 VOTERO_LTERM CHAR(8), /* LOGICAL TERMINAL */
  5 VOTERO_CURR_NAME_FIRST CHAR(25),
  5 VOTERO_CURR_NAME_MIDDLE CHAR(25),
  5 VOTERO_CURR_NAME_LAST CHAR(25),
  5 VOTERO_CURR_NAME_SUFFIX CHAR(5),
  5 VOTERO_CURR_DOB CHAR(8), /* CCYYMMDD */
  5 VOTERO_CURR_DLN CHAR(25), /* CUSTOMER NUMBER */
  5 VOTERO_CURR_RES_ADDR, /* CURRENT RES. ADDR */
    7 CURR_RES_STREET CHAR(40),
    7 CURR_RES_CITY CHAR(25),
    7 CURR_RES_STATE CHAR(2),
    7 CURR_RES_COUNTRY CHAR(3),
    7 CURR_RES_ZIP_CODE,
      9 CURR_RES_ZIP CHAR(5),
      9 CURR_RES_ZIP_PLUS CHAR(4),
    7 CURR_RES_CNTYCODE CHAR(2),
  5 VOTERO_CURR_MAIL_ADDR, /* CURRENT MAIL ADDR */
    7 CURR_MAIL_STREET CHAR(40),
    7 CURR_MAIL_CITY CHAR(25),
    7 CURR_MAIL_STATE CHAR(2),
    7 CURR_MAIL_COUNTRY CHAR(3),
    7 CURR_MAIL_ZIP_CODE,
      9 CURR_MAIL_ZIP CHAR(5),
      9 CURR_MAIL_ZIP_PLUS CHAR(4),
    7 CURR_MAIL_CNTYCODE CHAR(2),
  5 VOTERO_BIRTH_PLACE CHAR(3), /* BIRTH STATE|COUNTRY */
  5 VOTERO_PARENT_NAME CHAR(40), /* FATHER|MOTHERS NAME */
  5 VOTERO_TELEPHONE CHAR(10), /* TELEPHONE NUMBER */
  5 VOTERO_PARTY CHAR(25), /* POLITICAL PREFERENC */
  5 VOTERO_OCCUPATION CHAR(25), /* VOTERS OCCUPATION */
  5 VOTERO_LAST4_SSN CHAR(4), /* SSN LAST 4 DIGITS */
  5 VOTERO_INDIAN_CENSUS CHAR(9), /* INDIAN CENSUS NUMB. */
  5 VOTERO_PREV_CNTY_QUES CHAR(1), /* PREV.REG.CNTY.QUEST */
  5 VOTERO_PREV_RES_CNTY CHAR(2), /* PREVIOUSLY REG.CNTY */
  5 VOTERO_WORK_AT_POLL CHAR(1), /* WILLING TO WORK */
  5 VOTERO_SPANISH_ENGLISH CHAR(1), /* LANGUAGE PREFERENCE */
  5 VOTERO_CRED_TYPE CHAR(2), /* ORIG/DUP/RENEWAL/WTHD */
  5 VOTERO_CRED_CLASS CHAR(1), /* A,B,C,D,G,M,I */
  5 VOTERO_CRED_ISSUE_DATE CHAR(8), /* CCYYMMDD */
  5 VOTERO_APPLICATION_CODE CHAR(1), /* VOTER REGISTRATION CODE */
                                     /* M = MVD CSR REGISTRATION */
  5 VOTERO_PERM_EARLY_BALLOT CHAR(1), /*
  5 VOTERO_FILLER CHAR(??); /* FUTURE USE SPACE

```

## VOTERFILE

Single Header Record – Record Length = 460 bytes

| Field/Name/Type    | Length<br>- FIXED | Notes                                 | Required |
|--------------------|-------------------|---------------------------------------|----------|
| FILE_SEQ_NUMBER    | 8                 | Unique to each file<br>PIC'999999999' | YES      |
| FILLER_1           | 1                 |                                       |          |
| FILE_CREATE_DATE   | 8                 | CCYYMMDD                              | YES      |
| FILLER_2           | 1                 |                                       |          |
| RECORD_COUNT_TOTAL | 8                 | PIC'999999999'                        | YES      |
| FILLER_3           | 434               | Fill to EOF                           |          |

Detail Record – Record Length = 460 bytes

| Field/Name/Type                | Length<br>- FIXED | Notes                                       | Required |
|--------------------------------|-------------------|---------------------------------------------|----------|
| VOTER_RECEIPT_NO               | 17                | Customers receipt<br>(Date and Time)        | YES      |
| VOTER_DM0_SEQ                  | 8                 | This is the unique identifier               | YES      |
| VOTER_CURR_FIRST_NAME          | 25                |                                             | NO       |
| VOTER_CURR_MIDDLE_NAME         | 25                |                                             | NO       |
| VOTER_CURR_LAST_NAME           | 25                |                                             | YES      |
| VOTER_CURR_SUFFIX              | 5                 |                                             | NO       |
| VOTER_CURR_DOB                 | 8                 | CCYYMMDD                                    | YES      |
| VOTER_CURR_NUMBER              | 25                | CUSTOMER NUMBER                             | YES      |
| VOTER_CURR_RES_STREET          | 40                |                                             | YES      |
| VOTER_CURR_RES_CITY            | 25                |                                             | YES      |
| VOTER_CURR_RES_STATE           | 2                 | MUST BE AZ                                  | YES      |
| VOTER_CURR_RES_COUNTRY         | 3                 | MUST BE US                                  | NO       |
| VOTER_CURR_RES_ZIPCODE_ZIP     | 5                 |                                             | YES      |
| VOTER_CURR_RES_ZIPCODE_ZIPPLUS | 4                 |                                             | NO       |
| VOTER_CURR_RES_CNTYCODE        | 2                 | County code where registration will be sent | YES      |
| VOTER_CURR_MAIL_STREET         | 40                |                                             | NO       |
| VOTER_CURR_MAIL_CITY           | 25                |                                             | NO       |
| VOTER_CURR_MAIL_STATE          | 2                 |                                             | NO       |
| VOTER_CURR_MAIL_COUNTRY        | 3                 |                                             | NO       |
| VOTER_CURR_MAIL_ZIPCODE_ZIP    | 5                 |                                             | NO       |



|                                 |    |                                                                                                    |         |
|---------------------------------|----|----------------------------------------------------------------------------------------------------|---------|
| VOTER_CURR_MAIL_ZIPCODE_ZIPPLUS | 4  |                                                                                                    | NO      |
| VOTER_CURR_MAIL_CNTYCODE        | 2  |                                                                                                    | NO      |
| VOTER_BIRTH_PLACE               | 3  |                                                                                                    | NO      |
| VOTER_PARENT_NAME               | 40 | This will be stored in Optional field 4 in PowerProfile .                                          | NO      |
| VOTER_TELEPHONE                 | 12 | This will include area code and 2 hyphens (i.e. 919-555-1212)                                      | NO      |
| VOTER_PARTY                     | 25 | This will be a party code based on the parties defined in AZ for PowerProfile .                    | YES     |
| VOTER_OCCUPATION                | 25 | This will be put into Optional Field 5 in PowerProfile                                             | UNKNOWN |
| VOTER_LAST4_SSN                 | 4  | If Verified w/SSA                                                                                  | NO      |
| VOTER_INDIAN_CENSUS             | 9  | This will be put into Optional Field 6 in PowerProfile .                                           | NO      |
| VOTER_PREV_CNTY_QUES            | 1  | This will field contain a Y if the Yes box is checked. It will have an N if the No box is checked. | NO      |
| VOTER_PREV_RES_CNTY             | 2  | Will show MVD code, will need to                                                                   | NO      |



|                             |           |                                                                                                                        |            |
|-----------------------------|-----------|------------------------------------------------------------------------------------------------------------------------|------------|
|                             |           | translate to SoS codes                                                                                                 |            |
| VOTER_WORK_AT_POLL          | <b>1</b>  | This field will contain a Y if the Yes box is checked. It will have an N if the No box is checked.                     | <b>NO</b>  |
| VOTER_SPAN_ENG              | <b>1</b>  | E or S, if blank mark as E                                                                                             | <b>NO</b>  |
| VOTER_CREDENTIAL_TYPE       | <b>2</b>  | Driver License Credential type                                                                                         | <b>YES</b> |
| VOTER_CREDENTIAL_CLASS      | <b>1</b>  | Driver License Credential class                                                                                        | <b>YES</b> |
| VOTER_CREDENTIAL_ISSUE_DATE | <b>8</b>  | CCYYMMDD                                                                                                               | <b>YES</b> |
| VOTER_APPLICATION_CODE      | <b>1</b>  | Indicator if completed online or at MVD office— It will contain an M if from MVD. It will be null if completed online. | <b>YES</b> |
| PERM_EARLY_BALLOT_IND       | <b>1</b>  | <b>No source of entry</b>                                                                                              | <b>NO</b>  |
| FILLER                      | <b>24</b> | Spaces                                                                                                                 |            |

## **Appendix D.5 – 2020 Summary of Voter Eligibility/Voter Eligibility Look-up**

### Request for SOS

SOS can provide any of these, and they all serve to narrow down results for the call. The SSN parameter checks against active SSN identification records and the First / Last Name parameters check against *all* names (not just current legal names).

The call also specifically only will return customers who have unexpired credentials

### Parameters:

Customer Number

Date of Birth

Driver License Number

First Name, Last Name

Last four of SSN

The system will look up the record:

- If record is not found, return "Record not found"
  - If customer lookup results in more than one record, return "Multiple records found, more customer data needed to narrow search"
- The system shall set the following values for the detail record
  - If the customer record has a verified SSN, set SSN is Verified Flag to True
  - If customer has an active AZ credential (DL, ID, CDL or permit) and set Driver license Status For Voter Registration Purpose to true. If not active or customer does not have an AZ Credential at all set Driver license Status for Voter Registration Purpose to false.
- The system shall populate a detail record as follows:
  - Customer Number
  - First Name
  - Middle Name
  - Last Name
  - Suffix
  - Date of Birth
  - Last four of SSN
  - SSN Verification
  - Authorized Presence Type
  - Driver License Number
  - Credential Issuance Date
  - Credential Expiration Date
  - Voter Registration Purposes
  - Signature
  - Residential Address
  - Mailing Address
  - Match Criteria