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OVERVIEW

CSC staff is responsible to ensure the safety and security of documents submitted to DMV by customers requesting DMV products and services. CSC staff must ensure

- customer-submitted documents are handled in a secure fashion,
- documents are used only for the purpose for which they were submitted, and
- documents are returned to the customer.

Processing CSRs are responsible for reviewing all required proof of identity, residency, social security number (SSN), and legal presence documents presented by customers applying for a driver's license, ID card, or updating legal presence.

<<<<<REVISION

Document verifiers are responsible for reviewing the following when customers are applying for a driver's license, ID card or updating legal presence:

- legal presence documents,
- primary documents **END REVISION>>>>>**

Employees authorized to serve as APPROVED document verifiers are the CSC:

- Manager
- Assistant Manager
- Designee of the Manager or Assistant Manager

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CSC PROCESS – PROOF DOCUMENT REVIEW

Customer Applying for a Driver's License or ID Card:

1. Verify that the customer has presented acceptable proof of identity, residency, social security number (SSN) (or if they were never issued a SSN, he indicates this on his application), and legal presence documents according to the Obtaining a Driver's License or Identification Card ([DMV 141](#)).

NOTE: If the customer has not submitted all required documents, or the CSR questions the acceptability of the documents, ask for assistance from the document verifier or CSC management BEFORE recording the documents in the system.

2. Verify integrity and authenticity of documents.
3. If the customer started an original driver's license, or adult identification card application online, the CSR should ensure that the customer's information (Full Legal Name, Social Security Number, Date of Birth, Physical Information, Address, etc.) has been verified against the proof documents presented by the customer, as this information is entered by the customer and could be incorrect. Any incorrect information could lead to a mismatch or a delay that could result in sending the customer away.
4. Once all required proof documents are submitted and determined to be acceptable, record the following in the system:

- Proof of Identity - Record the document names and numbers in the appropriate "Proof of Identity" field in the system.
- Proof of Residency - Record the document names in the primary/secondary "Proof of Residency" fields in the system.
- Proof of SSN - Record the document name in the system (if the customer certifies he does not have a social security number, it must be indicated in the system.)
- Proof of legal presence-Record the document name, document numbers(s), and expiration date (if applicable) in the Legal presence field in the system.

NOTE: All proof documents are captured electronically in the system as of July 1, 2019.

5. The CSR must sign his/her name in the "CSR Signature" field and record his/her DMVID in the "CSR Logon ID" field on the [DL1P](#) or the [DL 5](#) to certify that they have:
 - Reviewed and determined all proof documents and legal presence required for the customer's transaction have been submitted and are acceptable,
 - Recorded all required proof documents and legal presence (if applicable) in the system.
6. Process the customer's transaction in the system until the document verifier authorization is required.
7. Request the Document Verifier (CSC Manager, Assistant Manager, or designee) verify the documents and provide appropriate authorization.

Customer Updating Legal Presence Only – No Credential Issued:

1. Verify that the customer has presented acceptable legal presence documents according to the "Obtaining A Driver's License or Identification Card" ([DMV 141](#)).

NOTE: If the CSR questions the acceptability of the documents, ask for assistance from the document verifier or CSC management.

2. Verify integrity and authenticity of documents.
3. Process the customer's transaction (using the **ID/LP/Residency/SSN Maintenance Screen** (CUIDNM)) in the system.
4. Request the Document Verifier (CSC Manager, Assistant Manager, or designee) verify the documents in the system and provide appropriate signature on the "Legal Presence Acknowledgement" form.
5. Once the Document Verifier has verified the customer's legal presence in the system:
 - a. Complete the transaction in the system.
 - b. Retrieve the "Legal Presence Acknowledgement" from the printer.
 - c. Review the "Legal Presence Acknowledgement" form and ensure the pre-printed field reflects the customer's correct:
 - legal presence document name,
 - complete document number, and
 - expiration date (if applicable).
 - d. Ensure the customer, processing CSR, and verifier sign the "Legal Presence Acknowledgement" form.
 - e. Match the barcode coversheet with the completed "Legal Presence Acknowledgement" form and place it in the designated area for document preparation.

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DOCUMENT VERIFIER PROCESS – PROOF DOCUMENTS/LEGAL PRESENCE REVIEW

Customer Applying for a Driver's License or ID Card:

1. Document verifier must review the application, legal presence, social security number certification (when applicable) and primary identity proof documents to verify all of the following before authorizing the CSR to continue processing the transaction:
 - The transaction information recorded on the application is consistent with the transaction the CSR indicates is being processed,
 - The proof documents and legal presence (if required) submitted by the customer are the required documents for the transaction type,
 - The identifying information (not limited to birth date, address, image, etc.) on the proof documents matches the customer and/or the customer information on the application,
 - The legal presence and primary identity documents are determined to be authentic, acceptable, valid proof documents,
 - The customer's social security number proof document (or no social security number certification) listed on the application and provided by the customer matches the system code placed in the system.
2. Document verifier must authorize the transaction and approve the documents by entering their credentials in the automated system to certify they have:
 - Reviewed and verified the primary proof of identity and proof of legal presence documents when required for the transaction,

- Verified that the CSR has recorded all document types and numbers in the system (if applicable).
- Verified the social security number proof document (or no social security number certification) listed on the application and provided by the customer matches the system code placed in the system.

NOTE 1: If credential issue type requires a document verifier, and legal presence is in the system and not required to be submitted again (in accordance with DLG-0701), no action is required by the document verifier. The CSR will indicate "On File" on the application. If legal presence is on file but the transaction requires a document verifier, the document verifier must verify the primary identity document presented.

3. For questionable or fraudulent documents, refer to [DLG-1301.1](#).

Customer Updating Legal Presence Only – No Credential Issued:

1. Document verifier must review the legal presence document to verify all of the following before authorizing the CSR to continue processing the transaction:
 - a. The documents submitted by the customer are the required documents for the transaction type,
 - b. The identifying information (not limited to birth date, etc.) on the documents matches the customer and/or the customer information on the application,
 - c. The legal presence documents are determined to be authentic, acceptable, valid proof documents.
2. Document verifier must submit authorization in the system to allow completion of the customer's transaction.
3. Document verifier must ensure the customer and processing CSR sign the "Legal Presence Acknowledgement" form.

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DOCUMENT VERIFIER/CSR PROCESS – UNABLE TO DETERMINE DOCUMENT ACCEPTABILITY

1. If the document verifier is UNABLE to make a determination about the acceptability of the documents, refer to the elevated review procedures ([DLG-0202](#)).
2. If the document verifier MAKES A DETERMINATION that the document(s) should not be accepted:
 - a. The document verifier will return the documents and application to the CSR.
 - b. CSR (or document verifier if it will provide better customer service) will:
 - NOT issue the license/ID card
 - Advise the customer that his credential cannot be issued (if applicable)
 - Explain to the customer why his document(s) is unacceptable.

NOTE: If a customer becomes upset, or insists on speaking with the manager, ask your manager, assistant manager, or CSC management designee to evaluate the situation.

 - Return the customer's documents directly to the customer (do not lay documents on the counter to be picked up).
 - Give the customer a Customer Information Form stating what the customer's requirements are and what he must bring when returning to the CSC.
 - Give the customer a [DMV 141](#)
 - Shred the customer's application (DL1P, DL2P, and DL5) at the end of the day (if applicable).
3. If there is a problem or question with ONLY THE LEGAL PRESENCE DOCUMENT:
 - a. The DOCUMENT VERIFIER should contact the CSC management.

NOTE 1: The CSC management may need to contact Identification Review (IR). (Refer to [DLG-0202](#).)

NOTE 2: Manager's discretion is NOT allowed for accepting legal presence documents.

4. If you detect FRAUDULENT OR ALTERED documents, ALWAYS follow the established procedures for notifying Law Enforcement Services. (Refer to [DLG-1301.1](#).)

NOTE: For distribution guidelines for all driver documents, refer to [CSCOM-1004](#).

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