Driver Licensing Guide

Disabled Parking Placards, Identification Cards, Receipts
Replacement/Reissue
DLG-2205

Original Date: 07/01/2001
Revision Date: 07/01/2024

[Customer Requirements-Replace/Reissue Disabled Placards](#)
[Front Counter CSR-Replace/Reissue Disabled Placards](#)
[Customer Requirements-Replace/Reissue Lost/Mutilated Placard Receipts](#)
[Front Counter CSR-Replace Lost/Mutilated Placard Receipts](#)
[DMV Contact Center Actions](#)
[Points to Remember](#)
[Related Links](#)
[Contact](#)

POLICY
Title: Disabled Parking Placards, Identification Cards, Receipts-Replacement/Reissue

Effective Date: February 23, 2017	**<<<<<REVISION** **Revision Date:** July 1, 2024 **END REVISION>>>>>**

Authority: Code of Virginia § [46.2-1240](#)

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Policy:

DMV will replace lost, stolen, or mutilated permanent or temporary **disabled parking placards and/or placard identification cards** at no fee**,**

DMV will replace lost, stolen, or mutilated **disabled parking placard receipts** at no fee.

DMV will reissue disabled parking placards and /or placard identification cards when there is a change to the record, such as a name change, incorrect information, or for other reasons at no fee. **END REVISION>>>>>**

A customer is not required to submit medical professional certification if a valid placard (with expiration date in the future) displays on the record and they are requesting a replacement placard or identification card bearing the same expiration date.

Customers applying for a replacement parking placard are given an orange disabled parking placard receipt that provides disabled parking privileges for up to 15 days. The disabled parking placard is produced by a vendor and mailed directly to the customer within 15 days.

Exception:
Institutional/organizational placards and identification cards are not replaced, reissued, or renewed. Lost, stolen, expired, or mutilated institutional/organizational placards or identification cards are issued as original placards. (Refer to [DLG-2202](#).)

[Return to top of page](#)

CUSTOMER REQUIREMENTS-REPLACE/REISSUE PARKING PLACARD

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1. Complete the Application Type, Applicant Information, and Application Certification sections of the Disabled Parking Placard or License Plates Application ([MED 10](#)).
   - A medical certification is NOT required.
   - Customers with permanent placards on file that will expire in less than one year may choose to renew the placards for another 5 years, rather than replacing them. (Refer to [DLG-2204](#).)
     - Lost, stolen, or mutilated institutional/organizational placards and identification cards are not replaced but are issued as original placards in accordance with [DLG-2202](#).

2. No fee required. **END REVISION>>>>>**

[Return to top of page](#)

FRONT COUNTER CSR-REPLACE/REISSUE DISABLED PARKING PLACARDS

1. Verify that the MED 10 indicates permanent or temporary disabled parking placard.
2. Verify that the **Application Type**, **Applicant Information**, and **Application Certification** sections of the MED 10 are complete and signed by the applicant.
3. Verify that the customer's name on the application matches the customer's name on the placard/ID card record in the system.
4. If the address on the MED 10 is different from that on the customer's record, verify the address with the customer and change it, if necessary, according to procedures in DLG-0601.
5. Follow steps in the table below based on the status of the placard/ID card:
   - Issue a replacement for lost, stolen, or mutilated placards when there are no changes to the customer record. A reissue is processed when the record needs to be corrected, a name changes, or for other changes.

Disabled Parking Placard/ID Card Expiration Status	
Placard/ID Card Status	**CSR Process**
Permanent Placard expired NO more than one year	• Process the placard as a renewal (Refer to DLG-2204).
Permanent Placard expired MORE than one year	• Process the placard as an original (Refer to DLG-2202).
Permanent Placard/ID card that will expire in less than one year	• Advise the customer they can renew the placard/ID card now for 5 years. • For customers deciding to renew the permanent placard/ID card, process following DLG-2204.
Mutilated Temporary or Permanent placard/ID card (all or part submitted)	• Verify the placard/ID card belongs to the customer. • Determine placard/ID card expiration status (expired less than one year, expired more than one year, expiring in more than one year) and follow the associated guidelines in this table.
Temporary or Permanent placard/ID card expiring in more than one year	• Continue processing the replacement or reissue[1] of the placard/ID card

[1]Disabled parking placards are processed as a replacement if no changes to customer information are made. Placards are processed as a reissue for name changes, correcting information on record, or for other changes to the current information on file.

6. Replace/reissue disabled parking placards/ID cards following the table below:

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Replace/Reissue Disabled Parking Placards/ID Cards

a. For placards, prepare the orange placard receipt, if applicable:
    • The system will display a placard receipt number, begin date, and end date.
      i. Write the placard receipt number in the **Receipt for Placard Number** block on the front of the orange placard.
      ii. Write the begin date and end date in the **Valid to Park in Disabled Parking Space Through**-block, also on the front.
b. No fee required.
c. For replacement placards, give the customer the Disabled Parking Placard Receipt (orange paper placard).
    i. If the replacement placard will expire in more than 15 days, advise the customer that:
      ○ The orange receipt allows disabled parking privileges for 15 days.
      ○ The placard, along with a non-photo disabled parking ID card, will be mailed to the address on the customer's record.
    ii. For disabled placard receipts that are replacing temporary placards that expire in less than 15 days, advise the customer that:
      ○ The orange placard receipt will serve as their replacement placard for the remainder of the validity period, and
      ○ That they will NOT receive a new placard in the mail.
d. For replacement ID cards, inform the customer that the disabled parking placard identification card should arrive within 7-10 business days at the customer address on record.
e. Give the customer the transaction receipt for the disabled placard identification card.   **END REVISION>>>>>**

7. Place the disabled placard application in the appropriate area for document preparation.
   - Document preparer shreds the MED 10 after it has been filed or batched in accordance with the CSCOM-1004. Applications are NOT to be maintained on file.

     NOTE: Do not send processed disabled parking applications to Data Integrity or Medical Review Services.

CUSTOMER REQUIREMENTS-REPLACE LOST, STOLEN, MUTILATED DISABLED PARKING RECEIPTS

1. Report the disabled parking receipt lost, stolen, mutilated.
   - Submit mutilated disabled parking receipt, when available.
2. Submit acceptable identification (driver's license/ID card).

FRONT COUNTER CSR-REPLACE LOST, STOLEN, MUTILATED DISABLED PARKING RECEIPTS

1. Verify customer's identity.
2. Process following guidelines in the Replacing Lost/Stolen/Mutilated Placard Receipt table below:

<table>
<tr><td colspan="4">Replacing Lost/Stolen/Mutilated Placard Receipts</td></tr>
<tr><td colspan="4">1. Placard Receipt Is Not Yet Expired</td></tr>
<tr><td colspan="4">
• Use the Disabled Parking Permit Inquiry screen to obtain the receipt number, begin date, and end date.
• Issue the customer a new receipt with the same receipt number, begin date, and end date.
</td></tr>
<tr><td colspan="4" align="center">OR</td></tr>
<tr><td colspan="4">2. Placard Receipt is Expired or Expires in 1 or 2 days & Placard Is Not Received by Customer</td></tr>
<tr><td colspan="4">
• Use the Disabled Parking Permits Inquiry screen to determine whether the placard was returned to DMV undelivered. The bottom of the screen will show a surrender date (Surr Date) and a surrender reason (Surr Rsn) of UNDELIVERED.

• If the placard was returned undelivered in the system, query Data Integrity Work Center via Landing Zone asking if they still have the placard.
</td></tr>
<tr><td colspan="2">3a. If Placard shows "Returned Undelivered" in System</td><td>OR</td><td>3b. If Placard Is NOT "Returned Undelivered"</td></tr>
<tr><td>4a. And Data Integrity Has the Placard OR</td><td>4b. Data Integrity Does NOT Have Placard</td><td></td><td rowspan="2">a. Obtain the number of the placard that was to be issued to the customer from the Disabled Parking Permits Inquiry screen and provide it to the customer.

b. Advise the customer that, if received, the first placard will NOT be valid, and it must be returned to:

Department of Motor Vehicles
Data Integrity
P.O. Box 27412
Richmond, VA 23269-0001

c. Verify the customer's address against the system and correct, if necessary.
  • Customer must complete and submit an ISD 01 (refer to DLG-0601).

<<<<<REVISION
d. Process a replacement placard at NO FEE
END REVISION>>>>></td></tr>
<tr><td>
a. Verify the customer's address against the system and correct, if necessary. Customer must complete and submit an ISD 01 (refer to DLG-0601).

b. Notify Data Integrity via Landing Zone of the correct address and ask them to mail the placard to the customer.

c. Advise the customer that DMV will attempt to mail the placard again.

d. DO NOT process a new placard.
</td><td>
a. Verify the customer's address against the system and correct, if necessary.

b. Customer must complete and submit an ISD 01 (refer to DLG-0601).

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c. Process a replacement placard at NO FEE
END REVISION>>>>>
</td><td></td></tr>
</table>

4. Issue a new Disabled Parking Placard Receipt (orange paper placard) with a receipt number, begin date, and end date, and advise the customer that they will receive the new placard within 15 days.

5. Place any transaction documents, when applicable, in the appropriate area for document preparation.

DMV CONTACT CENTER ACTIONS

- If the customer has a permanent placard on file with an expiration date of less than one year in the future and wishes to obtain a replacement disabled parking placard/ID card:
  - Suggest the customer renew the permanent placard for 5 years.

- If the customer has not received their disabled parking placard and 15 calendar days have passed, or 10 business days for ID cards, send a message including the customer's name and telephone number via Landing Zone to Data Integrity for additional research.

- If customers request that their placard be mailed to an alternate Virginia mailing address, Data Integrity will process the address change using the alternate mailing address and place a note on the customer's record. After the vendor loads the relevant information for the issuance of the placard, Data Integrity Work Center will change the customer's address back to the residence address again.

- Customers cannot have their placard mailed to an out-of-state address.

- For customer inquiries about information contained in the dual placard field, transfer the call to Data Integrity.

- The disabled parking permit inquiry screen captures the placard receipt number (provisional permit #), begin date, and end date.

- For a list of disabled placard types, features, and eligible conditions, refer to the Disabled Placard Description table (refer to DLG-2202).

- For placard eligibility, refer to the Disabled Parking Placard Eligibility table (refer to DLG-2202).

Return to top of page

<<<<<REVISION

POINTS TO REMEMBER

- Direct all customer questions concerning disabled parking placard replacement to the Data Integrity Work Center.

- Refer to DLG-2207 for procedures on reporting fraud, misuse, or abuse of disabled parking placards.

- DMV issues only one temporary or permanent placard at a time per customer.
  - Refer customers who request exceptions to the one-placard rule to the Data Integrity Work Center.

- Customers with a permanent disabled parking placard may also possess disabled parking license plates.
END REVISION>>>>>

Return to top of page

RELATED LINKS
- DLG-2202 Disabled Parking Placards-Original Application Process
- DLG-2204 Renewal of Permanent Disabled Placards
- DLG-2206 Revocation, Surrender, Return of Disabled Parking Placards
- DLG-2207 Reports of Suspected Misuse of Disabled Parking Placards or Plates
- Disabled Placard Description Table
- Disabled Parking Placard Qualifying Conditions

Return to top of page

CONTACT

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For additional information contact:
- Your CSC Manager/Assistant Manager   **END REVISION>>>>>**
- DRS/Data Integrity Work Center

Return to top of page