

Driver Licensing Guide

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

Original Date: 07/01/2001
Revision Date: 08/10/2018

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POLICY	
Title: Disabled Parking Placards, Identification Cards, Receipts-Replacement/Reissue	
Effective Date: February 23, 2017	Revision Date: April 25, 2018
Authority: Code of Virginia § 46.2-1240	
Policy: DMV will replace lost, stolen, or mutilated permanent or temporary disabled parking placards and/or placard identification cards for a fee, DMV will replace lost, stolen or mutilated disabled parking placard receipts , when applicable, 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. Customers may be eligible to receive a replacement placard at no fee in the following situations: <ul style="list-style-type: none">• Veterans with disabled veterans plates, or• Veterans submitting a completed and signed Veteran Certificate of Disability (VSA 54), or• Customers submitting all or part of a mutilated placard or ID card that can be verified as issued to them, may be eligible for free replacement. NOTE: Replacement ID card fees CANNOT be waived. 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 he is 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: <<<<<REVISION Institutional/organizational placards and identification cards are not replaced. Lost, stolen, or mutilated institutional/organizational placards or identification cards are issued as original placards. (Refer to DLG-2205.) END REVISION>>>>>	

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CUSTOMER REQUIREMENTS-REPLACE/REISSUE PARKING PLACARD

1. Complete the Application Type, Applicant Information, and Application Certification sections of the Disabled Parking Placard or License Plates Application ([MED10](#)).
 - A medical certification is NOT required.
 - Customers with permanent placards on file that will expire in less than 2 months may choose to renew the placards for another 5 years, rather than replacing them and then paying an additional fee upon expiration. (Refer to [DLG-2204.](#))

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- Lost, stolen, or mutilated institutional/organizational placards and identification cards are not replaced but are issued as original placards in accordance with [DLG-2202](#). **END REVISION>>>>>**

2. Pay the fee, when applicable.

- The ID card and/or placard fee is waived if they have:
 - Virginia disabled veteran license plates, OR
 - Submitted a Veteran Certification of Disability ([VSA 54](#)) signed by the Veteran's Administration, OR
 - Submitted all or part of a mutilated placard and DMV can determine that the placard belongs to the customer.

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FRONT COUNTER CSR-REPLACE/REISSUE DISABLED PARKING PLACARDS

1. Verify that the [MED10](#) indicates permanent or temporary disabled parking placard.
2. Verify that the **Application Type, Applicant Information, and Application Certification** sections of the MED10 are complete and signed by the applicant.
3. Verify that the customer name on the application matches the customer name on the placard/ID card record in the system.
4. If the address on the Permanent Disabled Parking Placard Renewal application (DP1RA) or MED10 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](#).

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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 2 months	<ul style="list-style-type: none"> • Process the placard as a renewal (Refer to DLG-2204)
<<<<<REVISION Permanent Placard expired MORE than 2 months	<ul style="list-style-type: none"> • Process the placard as an original (Refer to DLG-2202) END REVISION>>>>>
Permanent Placard/ID card that will expire in less than 2 months	<ul style="list-style-type: none"> • Advise the customer that if he renews the placard/ID card now for 5 years, instead of replacing it, he will avoid paying both a replacement and renewal fee • 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)	<ul style="list-style-type: none"> • Verify the placard/ID card belongs to the customer <p><<<<<REVISION</p> <ul style="list-style-type: none"> • Determine placard/ID card expiration status (expired less than 2 months, expired more than 2 months, expiring in more than 2 months) and follow the associated guidelines in this table END REVISION>>>>>
Temporary or Permanent placard/ID card expiring in more than 2 months	<ul style="list-style-type: none"> • Continue processing the replacement or reissue¹ of the placard/ID card
<p><small>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.</small></p>	

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

Replace/Reissue Disabled Parking Placards/ID Cards
<ol style="list-style-type: none"> a. For placards, prepare the orange placard receipt: <ul style="list-style-type: none"> • The system will display a placard receipt number, begin date, and end date. <ol style="list-style-type: none"> 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. Collect the fee, when applicable. <ul style="list-style-type: none"> • The ID card and/or placard fee is waived if customer has: <ul style="list-style-type: none"> o Virginia disabled veteran license plates, <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> o Submitted a Veteran Certification of Disability (VSA 54) signed by the Veteran's Administration, OR o Submitted all or part of a mutilated placard and DMV can determined that the placard belongs to the customer. c. For replacement placards, give the customer the Disabled Parking Placard Receipt (orange paper placard). <ol style="list-style-type: none"> i. If the replacement placard will expire in more than 15 days , advise the customer that: <ul style="list-style-type: none"> o The orange receipt allows disabled parking privileges for 15 days. o 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: <ul style="list-style-type: none"> o The orange placard receipt will serve as his replacement placard for the remainder of the validity period, and o That he 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 paid receipt.

END REVISION>>>>>

7. Place the disabled placard application in the appropriate area for document preparation.

- Document preparer shreds the MED10 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.

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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).

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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:

Replacing Lost/Stolen/Mutilated Placard Receipts	
1. Placard Receipt Is Not Yet Expired	
<ul style="list-style-type: none"> • Use the Handicapped 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. 	

OR

2. Placard Receipt is Expired or Expires in 1 or 2 days & Placard Is Not Received by Customer			
<ul style="list-style-type: none"> • Use the Handicapped 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. 			
3a. If Placard shows "Returned Undelivered" in System		OR	3b. If Placard Is NOT "Returned Undelivered"
4a. And Data Integrity Has the Placard	OR	4b. Data Integrity Does NOT Have Placard	a. Obtain the number of the placard that was to be issued to the customer from the Handicapped 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: <p style="text-align: center;">Department of Motor Vehicles Data Integrity P.O. Box 27412 Richmond, VA 23269-0001</p> c. Verify the customer's address against the system and correct, if necessary. <ul style="list-style-type: none"> • Customer must complete and submit an ISD01 (refer to DLG-0601). d. Process a replacement placard at NO FEE following these procedures.
a. Verify the customer's address against the system and correct, if necessary. Customer must complete and submit an ISD01 (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.	OR	a. Verify the customer's address against the system and correct, if necessary. b. Customer must complete and submit an ISD01 (refer to DLG-0601). c. Process a replacement placard at NO FEE according to these procedures.	

4. Issue a new receipt with a receipt number, begin date and end date, and advise the customer that he will receive the new placard within 15 days.
5. Place any transaction documents, when applicable, in the appropriate area for document preparation. **END REVISION>>>>>**

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DMV DIRECT ACTIONS

- If the customer has a permanent placard on file with an expiration date of less than 2 months in the future and wishes to obtain a replacement disabled parking placard/ID card:
 - a. Advise the customer that another fee will be required when it expires
 - b. 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 handicapped 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](#)). **END REVISION>>>>>**

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POINTS TO REMEMBER

- Virginia law allows current placard holders to permanently cover their name, date of birth and gender on the placard or obtain a replacement placard at NO FEE from DMV that does not display this information.
- 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.

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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](#) **END REVISION>>>>>**

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CONTACT

For additional information contact:

- Your CSC Manager/Assistant Manager
- DMV Direct Help Desk at (804) 367-6646
- DMS/[Data Integrity Work Center](#)

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