

Driver/Vehicle Licensing Guide

Information Counter Process INFO-1.00

Original Date: 03/24/2009

Revision Date: 12/10/2014

[Purpose](#)

[Information Counter CSR](#)

[Related Links](#)

[Contact](#)

POLICY	
Title: Information Counter Process	
Effective Date: March 24, 2009	Effective Date: October 21, 2014
Authority: n/a	
<<<<<REVISION Policy: DMV will screen for customer needs/documents at the Information Counter in order to provide customers with the most efficient and effective service. Also, the information counter CSR and service window CSR will be able to view scheduled driver and motorcycle road skills test appointments, enqueue applicants for their road test appointment, or schedule road skills test appointments for customers using the Online Road Test Appointment Scheduling System (ORTAS). END REVISION>>>>> In addition to screening for customer needs, management may require the Information Counter CSR to process transactions, if the Information Counter is equipped with a printer, lockable drawers, and the CSR has access to appropriate stock (decals, plates, etc). Management, by selecting appropriate service categories, will ensure the Information Counter CSR's primary responsibility of assisting customers and assigning queuing tickets is not negatively impacted by transaction processing. If the information desk is part of the front counter, management may authorize the Information Counter CSR to retrieve (from a secure location) and distribute prepaid motor carrier credentials to the customer. If the information desk is not part of the front counter, all motor carrier customers are issued a queuing ticket. Exception: N/A	

PURPOSE

This procedure governs the identification of customer needs and the determination of the appropriate action to include the dissemination of information, problem resolution by management, or assignment to applicable service categories.

The following tests are not assigned a specific service category and no queuing ticket is issued:

- Dealer-Operator Recertification
- Pesticide

[Return to top of page](#)

INFORMATION COUNTER CSR

1. Determine reason(s) for customer visit:
 - a) Information - Provide direct assistance for information requests
 - o If a customer requests information on all active abandoned vehicles, provide the customer with the most current "Public Report of Active Abandoned Vehicle Records" to review.
 - This report is not to be photocopied or distributed to the public, and must be retained by the CSC for public review only.
 - b) Problem resolution by management – Refer to management immediately
 - c) Service request
2. Due to the limited number of service windows equipped with cameras for processing driver licenses and identification (ID) cards, IT IS OF THE UTMOST IMPORTANCE to screen customers with service requests by asking a series of **increasingly detailed questions**, as shown in SCREENING THE CUSTOMER below, to ensure customers that require a photo receive a ticket for the Driver Window:
 - The following transactions require a photograph:
 - a. An exclusive license, permit, or ID card transaction including the following:

• Driver's License	• Motorcycle Class M
• Learner's Permit	• Motorcycle instruction permit
• Commercial Driver's License (CDL)	• Identification Card
• CDL Instruction Permit	• Special Identification Card

- b. Any of the above transactions done in combination with other transactions not requiring a photo, or
 - c. Address change if requesting a reissued driver license or ID card, or
 - d. Reinstating driving privileges which will result in a driver license or ID card, or
 - e. Testing to qualify for a driver license or ID card.
- EXCEPTIONS: Dealer/Salesperson testing, Escort Driver testing, and State Department tests do not require a customer photograph and therefore are not sent to a driver window equipped with a camera. Customers applying for these tests are issued a queue ticket for the Vehicle, Other, or Motor Carrier and Dealer Window as determined by CSC Management.
 - When a customer first requests a vehicle, motor carrier, or other non-photo transaction, question them to determine if they also require a driver license or ID card transaction. You must be sure that the customer does not need additional transactions that would require a photo so that the driver windows are **not backed up with non-photo transactions**.

SCREENING THE CUSTOMER		
A.	ARE YOU APPLYING FOR A DRIVER'S LICENSE, PERMIT, CDL, OR ID CARD?	<ul style="list-style-type: none"> • IF YES go to step 3 below • IF NO ask question in row B
B.	DO YOU NEED TO CHANGE YOUR ADDRESS TODAY?	<ul style="list-style-type: none"> • IF YES ask question in row C • IF NO go to step 6 below
C.	WOULD YOU LIKE YOUR DRIVER'S LICENSE OR ID CARD REISSUED WITH THE NEW ADDRESS FOR A FEE?	<ul style="list-style-type: none"> • IF YES go to step 4 below • IF NO go to question in row D
D.	ARE YOUR DRIVING PRIVILEGES SUSPENDED OR REVOKED?	<ul style="list-style-type: none"> • IF YES go to question in row E • IF NO go to step 6 below
E.	ARE YOU ATTEMPTING TO RESTORE YOUR DRIVING PRIVILEGES TODAY?	<ul style="list-style-type: none"> • IF YES go to step 3 below • IF NO go to step 6 below

3. Determine if the customer is required to take a road skills test.
 - a) For customers who are NOT REQUIRED to take a road skills test, go to step 4 below.
 - b) For customers who are required to take a road skills test, advise as follows:
 - o Determine if the customer has a road skills test appointment scheduled.
 - If the customer has an appointment scheduled, go to step 4 below.
 - If the customer DOES NOT have an appointment scheduled,
 - 1) Check the wait times for walk in customers and road test appointments scheduled.
 - 2) Inform customers that scheduled road test appointments are taken before walk-in customers.
 - 3) Offer customers the option of waiting in the lobby or returning on another day with a scheduled appointment.
 - If the customer chooses to wait as a walk-in road skills test, go to step 4 below.
 - If the customer chooses to schedule an appointment:
 - a) Advise the customer road skills tests appointments can be scheduled by calling DMV Direct or at any CSC on an available future date.
 - b) If the customer requests to schedule the road test while standing at the information desk and time allows, the information CSR may schedule a future appointment for the customer for their CSC only.

NOTE: Managers, or designee(s), may schedule road skills test appointments for all CSCs on available future dates. However, the information counter CSR should encourage the customer to call DMV Direct.
4. For customers applying for a license or ID card, advise as follows:
 - If you are applying for a license or permit today, your license will come to you in the mail. Today you will receive a Temporary Driver Permit (TDP) that is valid for 30 days from the issue date. The TDP authorizes you to drive until you receive license or permit. Your TDP does not serve as identification.
 - If you are applying for a Virginia ID card today, your ID card will come to you in the mail and you will receive an ID card receipt today. Your ID card receipt does not serve as identification.

EXCEPTION: Special identification cards (employee badges) issued to Federal, State and Local Government employees are NOT mailed to the customer's address, but are mailed to the requesting agency and customers will pick the ID up at that location.

5. Verify the customer has all required documents for the transaction being processed following the guidelines below:

- a. For driver's license or ID card transactions, review the customer's proof documents to verify required documents for the requested transaction are submitted and acceptable (if applicable).

PROOF OF IDENTITY, RESIDENCY, LEGAL PRESENCE DOCUMENTS PRESENTED BY CUSTOMER				
All Proof Documents (listed on the DMV-141)	Alternate Proof Documents Not on DMV 141	All Identity documents and residency, but no legal presence.	No proof of Identity, Legal Presence and/or Residency	Suspicious or Appear Fraudulent
<ul style="list-style-type: none"> Highlight required fields on application and give to customer 	<ul style="list-style-type: none"> Advise customer a determination of document acceptability must be made before their transaction can be processed Highlight required field on application and give to customer Write "Alternate Documents" on top right margin of the DL1P/DL1R/DL5 to alert the front counter CSR 	<ul style="list-style-type: none"> Determine if the customer was born in a state participating in the legal presence certification program (refer to DLG-0702) or if the customer is eligible to receive their Virginia Birth Certificate (refer to VDH-1.00). Review the price of the electronic certification or Virginia birth certificate request. Give customer appropriate application and highlight required fields. 	<ul style="list-style-type: none"> Determine if Elevated Review or management discretion may be used. If the customer is ineligible, do NOT issue a queuing ticket Advise customer of documents required for the requested transaction Highlight required fields on application and give to customer Highlight the section for missing documents on DMV 141 and give to customer Ask the customer to return with completed application, all currently submitted documents, and the additional required forms. 	<ul style="list-style-type: none"> Do NOT alert the customer of your suspicions Highlight required fields on the application and give to customer Issue a queuing ticket. Notify management of potential suspicious document(s)

- b. For vehicle titling, registration, or other vehicle related transactions, review customer documents to determine if all documents required for the requested transaction are submitted.

PROOF OF ADDRESS FOR TITLING			
Customer has a VA Driver License, ID Card, or VA Title	Customer Has Proof of Address on DMV 177	Customer Has Alternate Proof of Address Not on DMV 177	Customer does not have proof of Address or VA License/ID/Title
<ul style="list-style-type: none"> Customer does not need proof of address document to title a vehicle Highlight required fields on application and give to customer 	<ul style="list-style-type: none"> Review customer's proof of address for acceptability Highlight required fields on application and give to customer 	<ul style="list-style-type: none"> Advise customer a determination of document acceptability must be made before their transaction can be processed Highlight required field on application and give to customer Write "Alternate Documents" on top right margin of the required application to alert the front counter CSR 	<ul style="list-style-type: none"> Do NOT issue a queuing ticket. Advise customer what documents are required for the requested transaction Highlight required fields on application and give to customer Highlight the section for missing documents on DMV 177 and give to customer Ask the customer to return with completed application, all currently submitted documents, and the additional required forms

6. For all requested transactions, provide the customer with the required application(s) and/or forms and review with customer and specify the sections on the application that must be completed by marking the left margin next to all required fields with a highlighter.
7. For driver's license, ID card, or address change transactions inform customer of their opportunity to register to vote, change their voter address in accordance with [DLG-0102](#), or to become an organ, eye, and tissue donor in accordance with [DLG-0103](#).

- a. Give the Driver's License and Identification Card Application ([DL1P](#)) or Address Change Request Form ([ISD01](#)) to the customer and while pointing to the appropriate section of the application say the following to the customer:
You may also apply to register to vote or change your voter registration address by answering the questions at the top of the DL1P and completing a voter registration application.
 DO NOT paraphrase or change the wording of this statement in any way. Then point to the Virginia Transplant section of the application and inform the customer:
You may become, or remain, an organ, eye and tissue donor by checking the "Yes" box.
 - b. If the customer submits a pre-printed Driver's License Renewal Application (DL-1R), while pointing to the appropriate section of the DL-1R application say the following to the customer:
You may also apply to register to vote or change your voter registration address by answering the questions at the bottom of the DL-1R and completing a voter registration application.
 DO NOT paraphrase or change the wording of this statement in any way. Then point to the Virginia Transplant section of the application and inform the customer:
You may become, or remain, an organ, eye and tissue donor by checking the "Yes" box.
 - c. Applicants who are under 18, submitting the Identification Card Application for Minors under the Age of 15 ([DL 5](#)), Driver's License and Identification Card Application ([DL1P](#)) or Address Change Request Form ([ISD01](#)), while pointing to the appropriate section of the application say the following to the customer:
With the consent of your parent or legal guardian, you may become, or remain, an organ, eye and tissue donor by checking the "Yes" box.
 - i. For those minors easily identified as turning age 18 prior to the next election, while pointing to the appropriate section of the application say the following to the customer:
You may also apply to register to vote or change your voter registration address by answering the questions at the top of the DL1P and completing a voter registration application.
 DO NOT paraphrase or change the wording of this statement in any way.
8. Provide study guides, manuals, or publications that correspond to transactions when requested by the customer using the chart below:

Credential Desired	Manual/Publication
Driver's License	Virginia Driver's Manual DMV 39 or Manual de Conductor de Virginia DMV 39S
Learners Permit	
Commercial Driver's License Commercial Driver's Inst. Permit	National Standard Commercial Driver's Manual (DMV 60A) Virginia Supplemental brochure (DMV 60V) and Any of the following Vehicle Inspection Study Guides: <ul style="list-style-type: none"> • Truck/Trailer (Pintle Hook) (DL 140) • Straight Truck/School Bus (DL 141) • Coach/Transit Bus (DL 142) • Combination Vehicles (DL 143)
Motorcycle Knowledge	Virginia Motorcycle Operator Manual (DMV 2)
Motorcycle Skills	Alternative Motorcycle Skills Test DMV 34 Virginia Motorcycle Skills Test DMV 34A (dependent on test site)
Escort Driver Examination	Virginia Escort Driver's Manual HP 405
Dealer/Salesperson License	Motor Vehicle Dealer Salesperson Study Guide MVDB-35
Pesticide Examination	N/A
Dealer-Operator Recertification	N/A
DGIF Fishing License	Freshwater Fishing In Virginia
DGIF Hunting License	Hunting & Trapping in Virginia

9. ALL CUSTOMERS REQUIRING A PHOTOGRAPH WILL GO TO A DRIVER WINDOW (unless otherwise directed by management). All other customers requiring non-photo transactions will go to a Vehicle/Motor Carrier & Dealer window.
- a) Scan the barcode printed on the following Virginia License, Permit, ID Card, Temporary Driver Permit, or Queuing Ticket (if issued on the same business day) or Customer Information Form
 - b) Enter any short notes relaying important information for front counter CSR (such as the customer has special needs, will require special assistance, etc)
 - All notes entered in the queuing system must be short and professional.
 - c) Issue the correct ticket by referring to the table below

- **DO NOT** issue queue tickets for customers requesting Pesticide or Dealer-Operator Recertification Exam testing. Advise the customer to go directly to the Knowledge Testing CSR.

<<<<<REVISION

DRIVER Q-TICKETS			
Q Ticket	Descriptions	Q Ticket	Description
A	Original Issuance <ul style="list-style-type: none"> • Driver's License • Commercial Driver's License • ID Card • Motorcycle Learner's Permit 	B	Renewal, Reissue, Duplicate, Exchange <ul style="list-style-type: none"> • Commercial Driver's License • Driver's License • Identification Card • Instruction Permit • CDL Permit
C	Compliance Transaction <ul style="list-style-type: none"> • Reinstatement/multiple order fee payment • Compliance Transactions • Medical transactions • Insurance suspension compliance 	K	Online Road Test Scheduling System <ul style="list-style-type: none"> • Scheduled driver and motorcycle road skills test appointments
T	Testing-Knowledge/Road/Other <ul style="list-style-type: none"> • Learner's Permit • Motorcycle License • Any compliance transaction(s) requiring knowledge/skill testing • CDL • Commercial Instruction Permit 		
VEHICLE/MOTOR CARRIER/ DEALER Q-TICKETS			
Q Ticket	Descriptions	Q Ticket	Description
D	Vehicle Transactions in Combination with a license, permit or ID Card	F	Titling Original <ul style="list-style-type: none"> • In-state title-change ownership • Out of State title • Mechanic's/Storage Lien • Replica Vehicle • Repossessed title • Specially Constructed • Salvage/Non-Repairable
G	Other Titling Transactions <ul style="list-style-type: none"> • Replacement, Substitute, Supplemental title • Lien Satisfaction • Electronic Title Reprint 	H	Dealer Transactions <ul style="list-style-type: none"> • Dealer Plates • Pick-up Dealer Work • Dealer Titling
M	Motor Carrier Transactions <ul style="list-style-type: none"> • IRP • IFTA • Operating Authority • Rental Tax 	R	Registration & Record Maintenance <ul style="list-style-type: none"> • Registration (original, renewal (non-preprinted), reissue, duplicate) • Permits (i.e. trip and overload) • Vehicle Plate Requests (i.e. farm, antique trailer, VIN, etc) • Emissions Inspection • Local Vehicle Registration
TESTING/PRIORITY/EXPRESS Q-TICKETS			
Q Ticket	Descriptions	Q Ticket	Description
E	Express Transactions <ul style="list-style-type: none"> • Disabled Parking Placards (Original, Duplicate, Reissue, Renewal) • Driver/Vehicle Transcripts • Pre-printed registration renewals • Mark vehicles sold • Replace registration card • Address change ONLY 	S	Special Testing <ul style="list-style-type: none"> • Dealer Testing • Salesperson Testing • State Department Testing (Fairfax District Only) • Medical Testing • Virginia Escort Vehicle Driver Testing • Hazmat Fingerprinting <p>NOTE: Customers requesting a pesticide or dealer-operator recertification exam are NOT issued a queuing ticket. Their application must be reviewed and the customer is sent directly to a SecuriTest station.</p>
P	Priority Customers/Transactions <ul style="list-style-type: none"> • Pre-paid motor carrier customers (pick up only) • Customer's with extenuating circumstances (as directed by management) • Customers with special needs • Surrender plates/registration 		

OTHER GOVERNMENT SERVICES Q-TICKETS			
Q Ticket	Descriptions	Q Ticket	Description
O	Other Government Function Transactions <ul style="list-style-type: none"> • Department of Game and Inland Fisheries (Hunting License, Fishing License, Temporary Boat Registration) • Virginia Department of Transportation E-Z Pass transponders 	V	Virginia Vital Record Transactions <ul style="list-style-type: none"> • Birth, Death, Marriage, and/or Divorce certificates

END REVISION>>>>>

10. Ask customer to be seated in the lobby, to complete all required forms, and to listen and watch the television monitor(s) for their ticket number to be called.

[Return to top of page](#)

RELATED LINKS

Central Issuance of Driver's Licenses and Identification Cards [DLG1.00](#)

[DMV Fees](#)

CONTACT

For additional information contact:

- Your CSC Manager/Assistant Manager

[Return to top of page](#)