

**Motor Vehicle Division Policy Memo # 18-10**  
***Sending Duplicate Licenses Out-of-State***

**DATE:** December 18, 2018

**FROM:** Darcy Doty, Driver and Identification Services

**TO:** All Driver and Identification Services (DIS) staff, Iowa County Treasurers and County Treasurers' staff that issue driver's licenses and non-operator's identification cards.

**SUBJECT**

This memo establishes a process to follow when a customer requests a duplicate license to be mailed to an out-of-state address.

**EXPLANATION**

Currently, there is no consistent practice for mailing a customer's duplicate license to an out-of-state address upon request. There may be many circumstances in which a customer makes this request. Typically, the customer is unable to appear in-person to receive a duplicate for several months, their license was lost or stolen, and they need a valid identification document. For example, a customer may spend winters in a different state, attend an out-of-state college, or be visiting out-of-state relatives for a long period of time. Duplicate credentials mailed to an out-of-state address are handled on a case-by-case basis through a discretionary process that requires issuance to be approved by a driver's license service center supervisor or an MVD County Liaison.

**PROCEDURE**

The process established below will ensure that customers with legitimate needs are able to be sent credentials to an out-of-state mailing address, enable us to keep accurate records of such requests, and ensure that we can appropriately meet the needs of customers in special circumstances.

Prior to following the process below, first ask the customer why they have a need for a duplicate credential to be sent to them. Based on the conversation, it may be appropriate to pursue other options to meet the customer's needs:

- If the customer simply needs to be able to prove that they have driving privileges on a short-term basis (i.e., to rent a vehicle), a **temporary driving permit (TDP)** is preferred.
- If the customer's license is set to expire soon and they are unable to appear to renew the license for several months, they may be eligible for a **six-month extension** (Iowa Code 321.196; IAC 605.15).
- If the customer is serving in the military, a **military service extension** may be applicable (Iowa Code 321.198; IAC 605.16).

If none of the above options are sufficient and the customer's request can only be met by sending a duplicate credential to an out-of-state mailing address, one should:

1. Ask the customer to log on to myMVD and update their mailing address to the address at which they would like to receive the replacement credential.
2. Advise the customer that a \$10 duplicate license fee is required. The customer should mail a check or cash to the appropriate service center and include a note indicating what the money is for.

3. Insert a note onto the customer's record to document the circumstance. Include details such as the date of the request, the employee or office who received the request, the reason the customer provided for needing the credential to be mailed out-of-state, and the resolution of the request (i.e. supervisor issued the duplicate on 12/1/18).
4. Proceed to issue the duplicate.
  - a. If the request is made at a driver's license service center, the driver's license supervisor should process the request.
  - b. If the request comes through a county service center, the MVD County Liaison should be contacted to process the request.

In the event that this happens more than once for the same customer, or if staff has doubts concerning the validity of the request, they should contact their supervisor for consultation and direction.

## **QUESTIONS AND ANSWERS:**

### **WHAT CAN BE CONSIDERED A LEGITIMATE NEED FOR A LICENSE TO BE MAILED OUT-OF-STATE?**

As mentioned above, an extenuating circumstance may cause a customer to request a duplicate credential to be mailed out-of-state, such as if the customer spends extended time in another state, attends college in another state, or is stranded outside of Iowa. Staff should use their best judgement when processing a request for a duplicate credential to be mailed out-of-state. However, should you have concerns or reservations about issuing the license, you should contact your supervisor or county liaison.

### **HOW MANY TIMES CAN A CUSTOMER BE MAILED A DUPLICATE TO AN OUT-OF-STATE ADDRESS?**

The best practice is to limit a customer to one mailed duplicate issuance through this process. If additional duplicates are needed, the customer will need to appear at a service center in-person, unless issuance is approved by a supervisor or county liaison.

### **ARE THERE LIMITATIONS AS TO WHAT TYPE OF CREDENTIAL CAN BE MAILED TO A CUSTOMER (I.E., A CDL)?**

Yes, at this time, we do not have the ability to mail a duplicate non-operator's ID card or CBD card to a customer, and customers seeking those types of credentials must appear in person to be issued a duplicate. However, we do have the ability to mail a duplicate noncommercial operator's driver's license or a commercial driver's license to a customer as long as the customer remain eligible for the type of duplicate credential issued. A customer who holds a CDL should follow the same process as outlined above. It should be noted that extensions (beyond the original license expiration dates) are not allowed for commercial driver's licenses.

### **SHOULD BOTH STATE AND COUNTY SERVICE CENTERS FOLLOW THE SAME PROCESS FOR ISSUING DUPLICATE CREDENTIALS OUT-OF-STATE?**

County service centers should contact their MVD County Liaison to issue a duplicate credential, whereas any requests that come through state service centers should go through driver's license service center supervisors. Phone calls or correspondence to the central office will be processed by central office staff.

### **WHAT IF THE REQUEST COMES THROUGH THE MAIL?**

If the request is made clearly in writing and signed by the customer (for example, if the request for the duplicate is accompanied by the Change of Mailing Address form 430012 or a signed, freehand letter), you may change the customer's mailing address yourself in ARTS, scan and save the paper request in ERMS, and proceed with issuing the duplicate license as outlined in the process above.

### **HOW CAN WE PREVENT FRAUD WITH THIS PROCESS?**

Firstly, the customers themselves go through several validation steps when they change their mailing address using myMVD, and it is the responsibility of the customer to attest to the accuracy of the address. Secondly, placing a note on the customer's record, and checking the notes for each customer that requests a duplicate

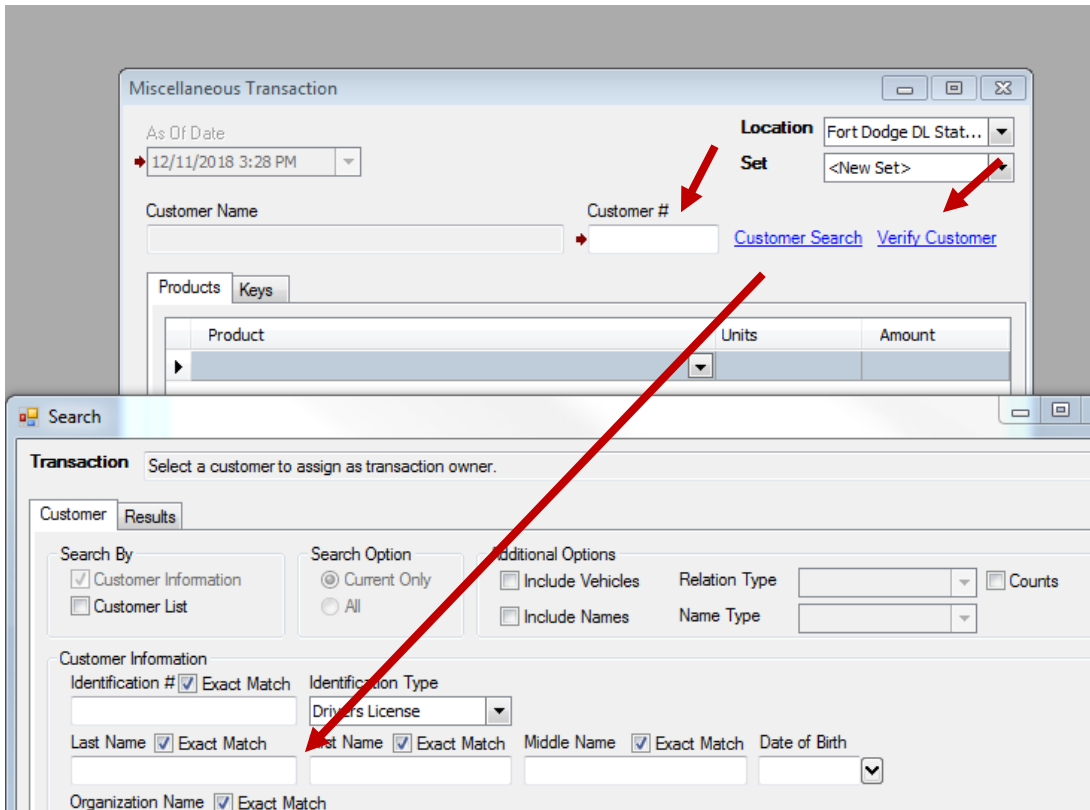
through this process, will prevent multiple mailings for the same customer. This process should only be used once for each customer, unless approved by a supervisor.

**CAN WE WAIVE THE \$10 DUPLICATE LICENSE FEE FOR CUSTOMERS TO EXPEDITE THE PROCESS?**

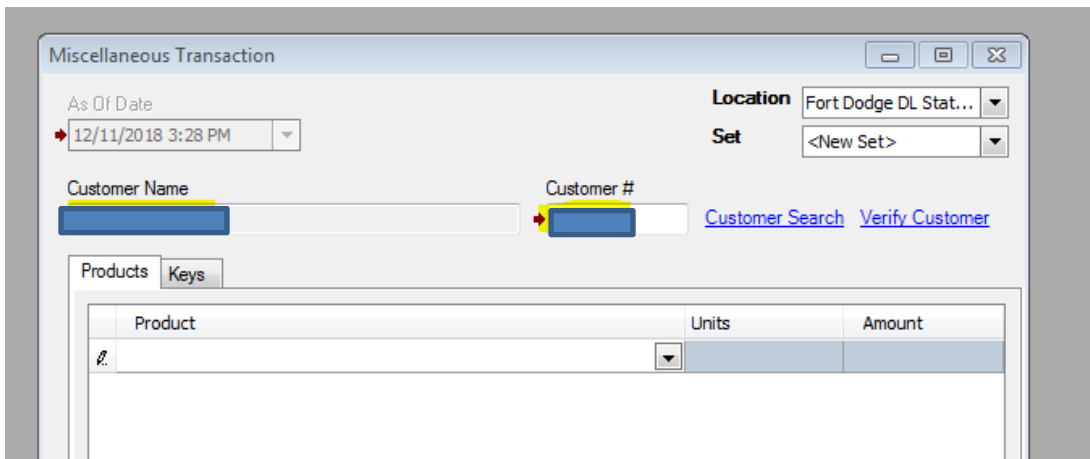
Unless there has been some error on our part that caused the customer not to receive their credential, the \$10 fee cannot be waived. The duplicate license should not be issued until we receive the \$10 duplicate license fee.

**HOW DO I PROCESS THE \$10 FEE IN ARTS?**

To receipt the \$10 fee, go to “Cash Drawer/Miscellaneous Transaction.” Enter the customer number, then select “Verify Customer” OR click on “Customer Search” and enter the name, then “search.”



The customer’s name and customer number will appear:



Arrow down on the product that you want (in this case “Duplicate – Voluntary Replacement”), enter 1 unit and the amount (\$10). Click on Pay Now (make sure your cash drawer is your station).

Miscellaneous Transaction

As Of Date  
12/11/2018 3:28 PM

Location Fort Dodge DL Stat...  
Set <New Set>

Customer Name  
Customer #

[Customer Search](#) [Verify Customer](#)

Products Keys

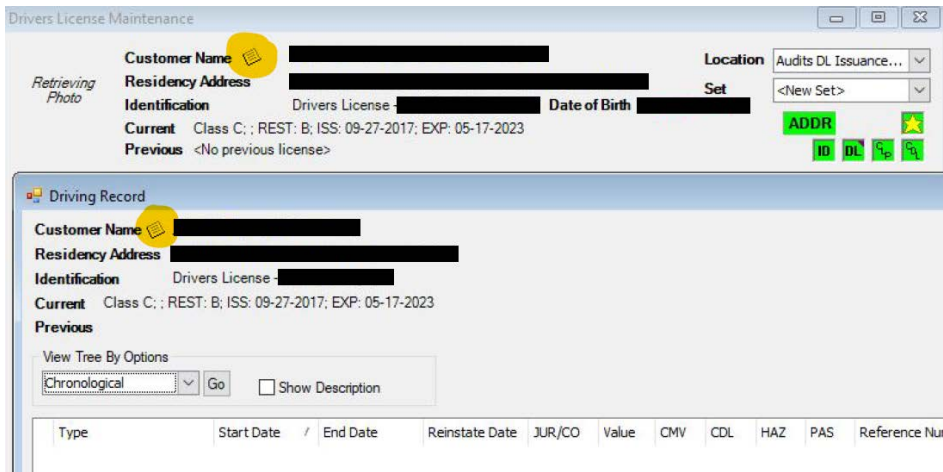
Product	Units	Amount
Duplicate - Voluntary Replacement	1	\$10.00

Add Row Delete Row

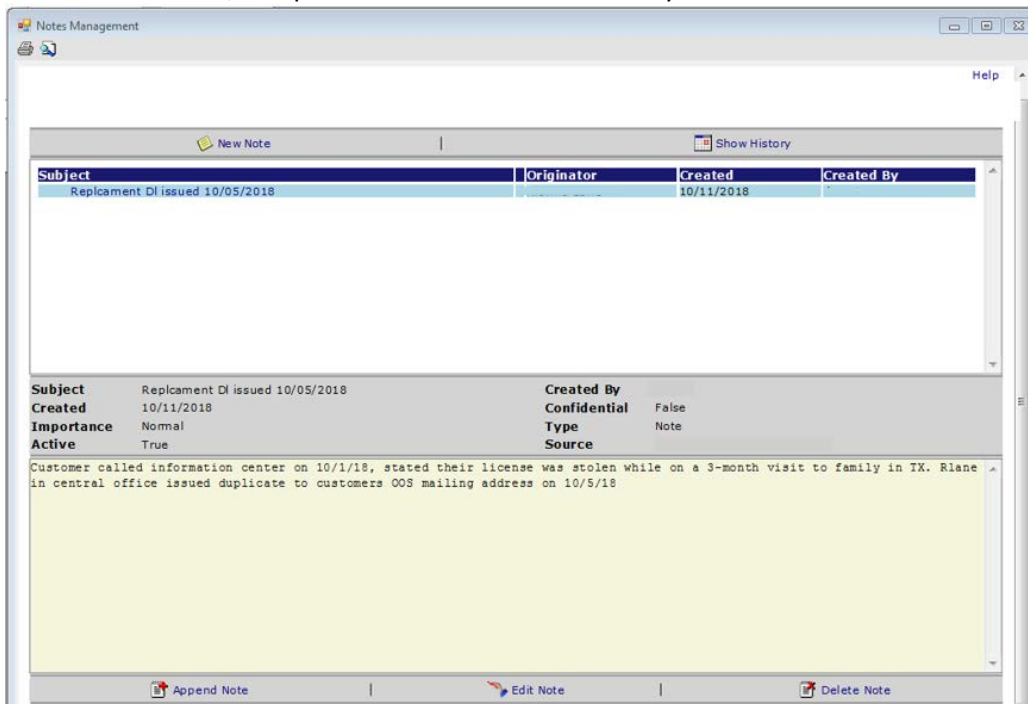
Pay Now Pay Later Hold Cancel

## HOW DO I PUT A NOTE ON A CUSTOMER'S RECORD?

To add a note to a customer's record, select the "note" icon next to the customer's name. This can be accessed through the Driving Record or Drivers License Maintenance screens.



Select "New Note", and proceed to fill out the necessary information:



The icon will appear green to indicate that there is a note, and the new issuance date will be reflected under the current credential.

