

## DEPARTMENT OF LICENSING

June 09, 2010

**TO:** Driver Examining Staff

**FROM:** Kathy Eberle, Administrator

**RE:** **HQTR Memo 2010-24**  
**WA Residence Requirements**

**Assigned to:** Bob Knudson  
**Ref:** Secs. 6.1, 6.4, 6.14, Appendix Y

**Intent:** To implement management's decision to revise the procedures for customers to prove their Washington resident address.

**Background:** In 2007 procedures were revised to strengthen and clarify the procedures used by LSRs for customers to prove their Washington resident address.

This requirement has proven to be very cumbersome for both customers and LSRs, and changes in technology allow us to provide alternative means to assist in identifying fraudulent activity.

**Effective Date Immediately:** June 9, 2010

**Policy Statement:** LSRs will no longer require a customer to present documentation for proof of WA residence address, and will accept the customer's signature on the record of application as attestation of their WA residence address.

**Procedures:** Below are highlights of changes to LSR Manual Section 6.1, 6.4, and 6.14:

### **Section 6.1 General Residence Requirements**

#### **Revised: Policy statement**

**I.A.1 - 2. Revised:** LSRs will not require a customer to provide documentation as proof of their WA residence address, and will accept the customer's signature on the record of application as their attestation to their WA residence address that will appear on the Washington driver license and instruction permit.

A WA residence address is not required to appear on the identification card document. **LSRs will document the WA residence address verbally provided by the customer in the DFS Remarks field.**

**I.A.3. Deleted:** All content in I. after and including paragraph I.A.3 is deleted.

### **Section 6.4 Record of Application**

**III.A.7 Revised:** LSR will accept residence address information verbally provided by the customer; documentation as proof of WA residence address is not longer required.

**III.A.7.k.10) Revised.** No out-of-state address will be entered into the residence address field.

### **Section 6.14 Identification Card**

**II.C.2 Revised.** Customers may verbally provide WA residence address; LSRs will document residence address in DFS Remarks field.

### **Appendix Y - Deleted**

## 6.1 General Residence Requirements

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**Policy:** *LSRs will no longer require a customer to present documentation for proof of their WA residence address 6/09/2010).*

New Washington residents must obtain a valid Washington driver's license within thirty days from the date they become residents (as defined in [RCW-46.20.021](#)). The Driver License Compact, and its provisions for a single driver license as defined within the Washington State Motor Vehicle Laws, does not allow driving with an out-of-state license once the licensee has become a resident of Washington. (RCW 46.21)

- I. If you operate a motor vehicle, motorcycle, moped, or motor-driven cycle on public roadways in Washington State, you are required to have a valid driver's license.
  - A. Customers applying for an original Washington driver's license, photo instruction permit, or identification card must meet residence requirements (RCW 46.20.091, WAC 308.104.014).
    1. *LSRs will not require a customer to provide documentation as proof of their WA residence address, and will accept the customer's signature on the record of application as their attestation to their WA residence address that will appear on the Washington driver license and instruction permit.*
    2. *A WA residence address is not required to appear on the identification card document. The LSR will document the WA residence address verbally provided by the customer in the DFS Remarks field (see Section 6.14.).*
  - B. For the purpose of obtaining a valid driver's license, a resident is a person who manifests intent to live or be located in this state on more than a temporary or transient basis. Evidence of residency includes, but is not limited to:
    1. Becoming a registered voter in this state, or
    2. Receiving benefits under one of the Washington public assistance programs. Washington public assistance programs are public assistance programs that receive more than fifty percent of the combined costs of benefits and administration from state funds.
      - a. Washington public assistance programs do not include:
        - 1) The food stamp program under the Federal Food Stamp Act of 1964.
        - 2) Programs under the Child Nutrition Act of 1966, 42 U.S.C. Secs. 1771 through 1788;
        - 3) Temporary Assistance for Needy Families; and
        - 4) Any other program that does not meet the criteria of (4) of this subsection, or
    3. Declaring residency for the purpose of obtaining a state license or tuition fees at resident rates.
    4. Gainful occupation has no bearing on the residence determination.
  - C. Nonresidents may drive in Washington providing:
    1. They are at least 16 years of age and have immediate possession of a valid driver's license issued to the driver by his or her home state, or
    2. They are Fifteen years of age with:

- a. A valid instruction permit issued to the driver by his or her home state, and
- b. A licensed driver who has had at least five years of driving experience occupying a seat beside the driver.
3. They are at least sixteen years of age and have immediate possession of a valid driver's license issued to the driver by their home country. Nonresident drivers may operate a motor vehicle in this state under this subsection for up to one year as long as they do not accept any resident privileges, nor remain in the state for a period of time exceeding one year. (See [RCW 46.20.025](#)), or
4. They are members of the Armed Forces on active duty, or
  - a. The spouse of a member of the Armed Forces on active duty, or
  - b. The dependent children of a member of the Armed Forces on active duty. (Refer to Section 6.13 for active duty requirements), or
5. They are students who are here to further their education and who are considered nonresidents for tuition purposes, or
6. They are trainees or instructors – employees of companies licensed to do business in Washington State who are here temporarily to receive or give job instruction, or
7. They are aliens – foreign tourists, teachers, or business people who are here for up to one year.

## 6.4 Record of Application

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- I. The Record of Application form (DLE-520-076) (printed or electronic version) is used to establish a ninety-day customer file. Once the customer qualifies for document issuance the signed application becomes part of the permanent record. The quality of this record is extremely important.
  - A. Prior to processing a transaction and before the customer leaves the LSO:
    1. At the workstation the LSR will carefully review the DFS record for accuracy, including gender, name, and date of birth, making sure the customer's information is correct before issuing (Transmit F-10) any license or ID card or Instruction permit.
    2. At the DCW (camera) the LSR will ask the customer to verify **all** information is correct including address, gender, name, and date of birth.

Note: This applies to **all** documents issued.
- B. When information is printed on the application or in those rare instances when a PC is unavailable or inoperable, use a pre-printed Record of Application form (DLE-520-076).
  1. Use BLOCK style printing to ensure forms are clear and readable.

**A B C D E F G**  
**H I J K L M N O**  
**P Q R S T U V**  
**W X Y Z**

2. There are to be no scratched-out words or writing-over of mistakes.
3. Form DLE-520-076 is similar to the computer-generated application. The guidelines listed below apply for both types of applications.

## II. Guidelines for use of the Record of Application

### A. The Record of Application is used for the following applications:

1. Original driver license, identification card, instruction permit without "waiver form" - (DLE-520-325) Parental Permission/Instruction Permit Application Form, and agricultural permit.
2. When the Washington license has been expired over five years.
3. When the Washington license was revoked.
4. Re-applying for a Washington license after it was surrendered, including surrender due to obtaining a driver license in another state. The original process (Section 6.3) must be used for re-issuance of the license. Use "L1" or "C1" to process the document. The restriction requirements of the intermediate license start over again with application.
5. Duplicate licenses, instruction permits and identification cards when only non-photo proof of identity is presented and the photo verification screen is not available or does not have the same person.
6. Building a record (39) when unable to issue.
7. Removal of Identity Not Verified restriction. (Section 6.2)

### B. Determine what service or document(s) the customer needs.

### C. Before an application is started, department records shall be checked to find out if an existing license, permit or ID card record exists for the applicant and to determine the record status.

1. Check using the "A" screen, being aware of any flashing "Comment" notation that may appear on the record.
  - a. This will initiate the Automatic Photo Verification retrieval from the IDL database.
  - b. The DFS status bar will indicate photo retrieval status information, including an indication that a photo retrieval request is in progress, a photo is available for display, or no photo was located.
  - c. Press the "Photo F19" button to view the most recent photo if available.
2. The "Comment" notation commonly indicates:
  - a. Dishonored check flag (DHC).
  - b. DHC Invoice number amount (DHC 1234 \$75.00).
  - c. DHC invoice number C 1 800 xxx xxxx.
  - d. DHC/13 (LSR must contact Technical Reporting at (360) 902-3913 before document issuance).
  - e. Questionable or Unacceptable ID.
  - f. Re-exam requirement.

- g. Issuance "stop" to the record.
  - 3. Any "comment" requirement(s) must be complied with before continuing with the application.
  - 4. Access the "Comment" by clicking on the comment or utilizing "Shift" + " F4" on the keyboard.
    - a. If the comment is for a dishonored check "DHC" or "DHC 13", discontinue the transaction. Contact the Technical Reporting Section at (360) 902-3913 for assistance and directions. LSRs shall not complete any license, ID card, or instruction permit transaction until the "DHC" or "DHC 13" has been removed from the record. LSRs are not authorized to accept money for the dishonored check.
      - 1) If the comment is a DHC invoice number Collection Agency 1-800-xxx-xxxx, instruct the customer to contact the collection agency at the toll free phone number provided.
      - 2) If the comment is DHC/13, the LSR **must** contact Technical Reporting.
    - b. If a Questionable ID or Unacceptable ID, or Re-exam requirement comment is indicated; you **must** contact the originating office for further information.
    - c. If the comment is "PSTP", it means an alternate PIC# has been assigned. It alerts the LSR that proper identification screening is required.
    - d. If unable to interpret a comment, contact Record Response (360) 902-3988 for assistance.
  - 5. If the customer wishes to apply for an EDL/ID follow the procedures in Section 20.3.5 for completing the application and scanning the documents for review by EDL staff.
- D. Check the "L" "Inquire/Update Application" screen for an existing application already on file. Choose PDL for a driver record or record build, ID for an Identification record, CDL for a Commercial Driver License Record and M/C for Motorcycle application.
- E. PDPS must always be checked through the "L" or "M" Application screen (DFS 132/135). PDPS cannot be checked through the "A" screen. (See Section 6.6 PDPS for more information.)
- III. The LSR will fill out the Record of Application form, completing all areas of the form that are applicable for the type of application being made. (If waiving a test, enter the score of "999" in the score field. Do not leave the field blank.)
- A. When a PC is used, and if there is no prior record, press "M" Create License Application, or "O" Create ID Application to access a blank record of application.
1. **Type:** Enter the appropriate type of application. For example, an original license application would be "31". If updating a record use "L1" or "C1 for a name change. If other codes are used all states driving records are not combined. On a national level the driver will appear to have multiple licenses. (This field displays the transaction code that is being entered. It

overlays the examination fee and SSN fields until the field has been populated.)

2. **Exam Fee:** Enter a "Y", mouse click or space bar click in Exam Fee box if an exam fee is being collected.
3. **Social Security Number:** Ask each customer if he or she has a social security number. If yes, record the social security number on the record. (Section 6.26)
4. **Mil:** Enter a "Y" (mouse click or space bar click in Military box) in the field for a customer presenting a valid, active duty military ID card, or a valid military dependent's ID card which identifies the spouse or a dependent child of an active-duty member of the United States Armed Forces. The spouse or dependent child must reside with the active-duty member. (Section 6.13)
5. **ALT:** Leave the zero "0" or enter "1" through "9" for the desired alternate PIC code. (Refer to Appendix I for alternate PIC information.)
6. **Name:** Enter the last name, (no space) comma, first name, space, middle name, space and second middle name as per the identification presented.

CORRECT INFO	INCORRECT INFO
Peters,Jimmy Joe	Peters, Jimmy Joe (omit space after comma)
Peters,James J	Peters, James J(omit space after comma)
Peters,J Joe	Peters, J. Joe (omit period after J)
Peters,James D II	Peters,James D II (requires 2 spaces after D)
Blevins,Marty Martina	Blevins,"Marty" Martina (omit quotes)
Blevins,Martina Marty	Blevins,Martina (Marty) (omit parentheses)
Peters Blevins, James D	Peters, Blevens,James D (omit comma after Peters)

- a. If the customer is a Jr., III, etc., indicate this after the middle name (allow two spaces between). Only one suffix may be used.
- b. Do not enter familial, professional or religious titles, (E.G. Mr., Mrs., DR, Ph.D., Sister, Father, Reverend, etc.)
- c. Do not use periods, parentheses, or quotes. A comma after the last name is required. A hyphen is acceptable between two last names; E.G., Anderson-Smith, Laura Ann.
- d. Customers with Hispanic names who rely on alternate documents for proof of identity will have their names established using both the paternal and maternal names.

Examples:            Sanchez Cruz, Jose Felipe  
                               Mayo Firma, Maria

7. **Address:** Enter the current Washington residence as *provided by the customer*, and mailing address if provided by the customer. [RCW 46.20.161](#) requires the residence address to be shown on the license, but it is not required on the identification card.

- a. The same address cannot be entered in both the residence and mailing address fields.
- b. Select "F9" to bring up the mailing address screen. The LSR may choose this option at anytime during the transaction.
- c. Press "F12" to save, "F17" to delete the address, and Quit to escape.
- d. The Washington residence address will show on the face of the license. The mailing address will direct Digimarc and Departmental mailing.
- e. Post Office box numbers must be entered on the mailing address screen (DFS 175).
- f. You may have customers who claim a constitutional right to use an address that doesn't conform to our expectations of a residential address. Please inform these customers that DOL only accepts forms of residence address that are recognized by the U.S. Postal Service. If you are unsure as to the acceptability of an address, contact the nearest post office to verify that it meets residential address standards.
- g. If a customer presents a card from the Address Confidentiality Program (ACP), use the mailing address and authorization number indicated on the card. (Section 6.18)
- h. You may enter up to 30 characters that are acceptable in the address line. Rules on what can and can't be entered in the residential and mailing field include:
  - 1) Can enter alpha and numeric characters: hyphen, apostrophe, pound sign, period, and space. A slash can be used if between two numeric characters; e.g., ½.
  - 2) Any other characters i.e., quotes and parentheses **are not** acceptable.
  - 3) If a hyphen, apostrophe, slash, or pound sign is used, there must be no space on either side of it.
  - 4) Cannot have hyphen, apostrophe, slash, pound sign, or space in the first position.
  - 5) If there is a period/decimal point present, there must be numeric after it or before and after it. (e.g., .6 miles, milepost marker 1.3).
  - 6) Cannot put mailing address in the residence address (i.e., cannot put any variation of PO Box, General Delivery, PMB or C/O.
  - 7) Can only enter General Delivery in correct format. (i.e., cannot enter GD, Gen Delivery, and General Del.)
- i. If you are creating a record build (39) and your customer leaves without providing a complete address, enter the following as the address:

Res Addr: Unknown  
Res City: Olympia  
St: WA  
Zip: 98504

- j. If no residence address is required on a record "NO RESIDENT ADDRESS ON FILE" will be in the Res Addr Field. (Resident address field) ID cards do not require resident address.
- k. **Dual Address:**
  - 1) The mailing address (DFS 175) screen looks the same regardless of what type of transaction you are processing. This screen is displayed over top the disable transaction screen.
  - 2) The same address cannot be entered in both the residence and mailing address fields. If you attempt to enter the same address in both you will receive an error message and be required to correct the situation. No non-US addresses will be entered in the Resident Address.
  - 3) Mailing address will allow entry of addresses for any US state or US territory, as well as Military addresses, APO addresses, or addresses for any foreign country.
  - 4) US, US territory, Military, Canadian and Mexican addresses will all be entered using the Mail Addr, Mail City, St/Prov, Zip, and country fields.
  - 5) Post Office Box numbers must be entered on the mailing address screen (DFS 175) with PO Box 123. You **cannot** use any other abbreviation for post office box.
  - 6) Personal mailboxes must be entered on the mailing address with PMB in the first 3 spaces of the address line.
  - 7) "In care of" addresses must be entered with C/O in the first 3 spaces of the address line.
  - 8) To enter a mailing address from another US state, US Territory, Military, Canadian and Mexican address will all be entered using the Mail Addr, Mail City, St/Prov, Zip, and Country fields.
  - 9) Washington residence address is required on License transactions. (The only exception to this rule is if an Address Confidentiality Program mailing address is entered.)
  - 10) Any US residence address is allowed on ID transactions, including all states and US territories (e.g. Guam, American Samoa, etc.); *however, no out-of-state address will be entered into the residence address field.*
  - 11) A Washington residence address is required if a military address is entered for the mailing address. Military addresses cannot be entered in the residence address (i.e. state cannot be AA AE, AP).
- 8. **City:** Enter the city of residence in the residence address field and enter the city of the mailing address in the mailing address field. When available, enter the two-digit city code (Appendix E) followed by a space then the zip code may be entered. The available cities are included in the drop down box.
  - a. You can enter a city name with up to 20 characters in the Res city field.

b. You can enter a city name with up to 24 characters in the Mail City field.

NOTE: The list of available Washington Cities that can be entered in the Mail City field is not the same list that is used for Res City field.

9. **Zip:** Enter the 5-digit zip code and the 4-digit zip extension field if available. The zip code area allows 6-digits to fit the Canadian postal codes. If you enter a General Delivery address, an entry of 9999 will be required in the zip extension field.
10. **County:** The county code field is automatically populated when the city is entered. **Watch** for cities that have the same name but in different counties. The City of Lakewood is in both Pierce and Snohomish Counties. The area will populate with the most common county. This requires the LSR to change the county code. If changing, enter the county code using the assigned number (Appendix D and the drop down box on PC). Enter the county code for the residential address and the mailing address.
11. **Country:** The country will be automatically entered by the system for US, Canadian and Mexican address. You will need to select the country for other address you enter in the mailing address field.
12. **Gender:** Enter gender; "F" for female or "M" for male.
13. **Birthdate:** Enter month, day, and year, e.g., 12-17-40. The century is defaulted to "19\_\_". If the birth year is 2000 or later, it must be changed manually, i.e. "2001". The document layout (either vertical, for minors, or horizontal, over 21) is based on the century date.  
  
NOTE: If the customer is age 16 or 17, a check mark will automatically appear in the Intermediate License field.
14. **Height:** Enter the feet and inches 503 (5 feet 3 inches).
15. **Weight:** Enter using 3 digits E.G. 060 (60 pounds).
16. **Eye color:** Enter abbreviations, AMB (amber), BLK (black), BLU (blue), BRN (brown), HAZ (hazel), GRY (gray), GRN (green), PNK (pink). Customers with two different colored eyes must choose one for their record.
17. **Birthplace:** Enter city and state. If foreign country, enter city and country.
18. **Twin or Triplet:** If yes enter "Y" mouse click or space bar click in Twin/Triplet
19. **Mother's Maiden Name:** Enter last name only.
20. **Telephone:** Enter customer's area code and phone number (work, home or message).
21. **Intermediate License:** If the customer is under 18 years of age, this area will populate automatically.
22. **Driving School:** Enter Driver Education School Location Code. Type in number present on the Traffic Safety Education certificate or choose from the

drop down box. This is a required field. You must enter a number from the drop down box.

- 23. **Motorcycle training:** Enter "5" if no course taken. Enter "6" if Washington Safety Course was completed. Enter "7" if other type of course was taken.
- 24. **Endorsement:** The only code entered at the time of application would be a motorcycle code, as others can be entered after the application is converted to a license format. The endorsement code for motorcycle is:  
Position 1      Code "3" = all motorcycles.
- 25. **CDL Class:** Enter A, B, or C depending on the type of CDL being obtained.
- 26. **Suspension – Where, When, Why:** Ask the customer if their driving privilege has been suspended, revoked, canceled or denied. If yes, regardless of when or where, enter as accurately as possible where the action occurred, when the action occurred and why the action was taken.

NOTE: Washington (WA) will not be allowed as an entry in the Suspension area.

- 27. **Previous ID/license St:** Enter the 3-digit code representing the state (Appendix C) or country (Appendix F) issuing the customer's last license/ID card (if applicable), or choose from the drop down box.

Note: Do not enter WA1 (Washington). This is only for out-of-state codes.

PROCESS	CORRECT INFO	INCORRECT INFO
<b>Out of States Codes</b> (Make sure to enter the out-of state code properly.) Use Appendix C or F in the LSR Manual to verify the code if necessary.)	MA1 (Massachusetts) MD1 (Maryland) ME1 (Maine) MI1 (Michigan) MN1 (Minnesota) MO1 (Missouri) MS1 (Mississippi) MT1 (Montana)	MA (forgot 1) MDI (entered I not 1) MF1 (entered F not E)  <b>Note:</b> WA1 Washington is never entered.

- 28. **Previous State's License Number:** Enter the license number without punctuation marks, spaces, or reference to the state name. Accuracy when entering the number is important. Out-of-state record information is received electronically based on the license number. If the number is entered incorrectly, the search must be re-done manually. For structure of previous state license numbers see Appendix N or the drop down box on the PC.

NOTE: Washington license number will not be allowed as an entry in the Prev ID/Lic# field.

CORRECT INFO	INCORRECT INFO
231644693	231-64-4693 (omit hyphens from number)

CORRECT INFO	INCORRECT INFO
533585905	533 58 5905 (omit spaces from number)
A123456789101	123456789101 (left our prefix letter A)
C12345678	C1245678 (incorrect number)
1234567899	Unknown (wrong format or mis-keyed)
(left blank)	Any non-license number data or text
C7654321	CADL#C7654321 (omit state codes e.g.
C7654321	"CA")
	DL#C7654321 (omit DL# - it's not needed)

29. **Valid:** Select Valid to show that the License or ID presented is valid.
30. **Previous Name:** Only if the customer's name on the previous license was different, enter the last name, comma (no space) first name one space and middle initial. If it the same, leave blank.

CORRECT INFO	INCORRECT INFO
Smith,Mary Patricia Judy	Smith, (left out first & middle name)
Smith,Mary Patricia	Same (If same, leave the space blank)

31. **Perm/ID Ver:** Enter "P", "L", or "E", as appropriate, for customers who require a permission signature:

- "P" for custodial parent
- "L" for legal guardian
- "E" for employer

Note: Follow guidelines in Section 6(02) for married or emancipated customers. A stepparent can sign provided they show proof of legal custody.

32. **DOC:** Indicate the parent's/legal guardian/employer license, ID card, or other documents, including number, and note, "DLE-520-003 signed" or "Signature Obtained".

33. **Birth Cert/INS/Passport #:** Enter the birth certificate, INS and Passport information and numbers or other remarks.

34. **Remarks - Identification and Residence Documentation Presented by the Customer:** First enter the LSO station identifier E.G. "3C", "7F" and the LSR badge number. Then enter an accurate description of all documents used to prove residence address and establish identity (except the driver's license number, birth certificate number, INS document numbers and Passport numbers which is shown above), including their numbers and any expiration date shall be listed. Example: 7F/092/ Valid CA DL exp 2005; WA DSHS Medical Coupon; TSEC B42365.

Use only state abbreviations listed in Appendix N. Other abbreviations used must be equally understandable to LSO and non-LSO staff.

- If more space is needed to list documents, enter a "@" symbol, print the application, and hand-write the additional information on the front of the application. The "@" symbol will alert other offices.

- b. To alert other offices to proof-of-identity concerns, enclose identification documents that have been refused in brackets.

**Example:** [CA B Cert #103-47-57684;ASB 76-79 WValley] SS Card, CA DL Exp '01.

In the example, only the Social Security card and the customer's expired license were considered acceptable. In this case, the customer would be required to present additional documentation. The unacceptable documents and brackets should be removed when the customer returns with additional documentation, and the application is accepted.

## **B. Screening Results:**

Choose "Screening Results – F3" or press "F3" to bring up the Screening Results page.

### **1. Vision:**

- a. Click on "Acuity with Correction" box if a corrective lens restriction is required.
- b. Indicate acuity readings for left eye only, both eyes and right eye only. For fusion, field of vision and color tests, check the appropriate box if unsatisfactory; otherwise, leave the spaces blank. (Refer to Section 7 for vision testing.)

NOTE: A 3-digit eye reading must be entered; e.g., 20/040, 20/200, etc.

### **2. Loss of Consciousness or Control –**

- a. Detail: Ask verbatim, "Do you have a mental or physical condition or are you taking any medication, which could impair your ability to operate a motor vehicle"
- b. If yes, enter "Y" mouse click or space bar in box for Loss of Cons/Control.
- c. Reason: From the drop down box indicate the code for the medical condition (Appendix J). Follow the procedures in Section 8 for referral to a medical authority.

### **3. Disabilities:**

- a. If physical or mental disabilities are disclosed or observed enter "Y" mouse click or space bar on box for Disabilities.
- b. Detail: In the Detail, enter a description of the disability. Examples: right leg amputated, paralysis - left side.

NOTE: If disabilities could affect the driver's performance, complete a Report of Review Examination (DLE-520-037) and attach it to the application. Refer to Section 9, Re-Examinations for further information.

### **4. Restrictions:**

- a. Restr: Enter a restriction code such as Corrective lens will be a "1" in the first position. An equipment, area or identity restriction would be a "2" in the second position.
- b. R1 & R2: Choose restriction from drop down box in "R1" and "R2". The type of restriction is entered here. Example: "Automatic Transmission", "Identity Not Verified" or "Daylight Driving Only."
- c. Refer to Appendix G for other restriction/endorsement codes.

**NOTE:** The Record of Application does not have a field for the "Emancipated" restriction. This may be selected on the license/ID issuance format by entering a "Y", mouse clicking or space bar in "Emancipated" box.

5. After completing the Screen Results screen, Press Save "F12", then transmit "F10" on Create a License Application screen. This will enter the application in the application database.
- C. If the Exam Fee box was checked, the fee window will appear.
1. Enter Payment Type:  
"M" for cash,  
"C" for check,  
"T" for traveler checks or money orders or,  
"+" for A-19s (Invoice Vouchers).
  2. Indicate the Amount Tendered,
  3. The Badge number,
  4. Transmit "F10".
  5. Count back any change due, and give the receipt to the customer.
- D. Be sure to check PDPS/CDLIS by pressing "F4" at the time the application is first updated.
- E. Press "F5" to print the application if a hard copy is retained at the local LSO or given to the customer during testing.

NOTE: The way the application (case record) on-screen display and the document print are different. However, the same information is requested and recorded.

- F. Ask the customer to read the sworn statement and sign the application on the line that states "Signature." The signature does not have to be in English, it can be in the writing style the customer is comfortable with. If the customer has difficulty writing (cursive), printing the name is acceptable. If the customer cannot write, the application can be signed with an "X" or a mark unique to them. The customer may use a Stamped signature in the signature area. The LSR will sign on the "LSR" line to witness the signature(s) and application when the document is issued.
- G. If the customer is under 18 and parental signature is required, the custodial parent or legal guardian will sign on the "SIGNED" line and write in his or her address on the "ADDRESS" line if different than child's address.

NOTE: A custodial parent or guardian signing for a minor must show their primary proof of identity as well as proof of parent/child relationship.

1. The parent, guardian, or employer will sign the license application to certify 50 hours of supervised driving experience, with at least ten of those hours at night.
2. If the customer is married or legally emancipated the word "Married" or "Emancipated" is written in the space for parental signature. "Emancipated" must appear on the document issued.

3. If the customer has a signature form, either Affidavit of Parental Authorization (DLE-520-003) or Signature form for Minor's Agricultural Permit (DLE-520-009), write "Signature Obtained DLE-520-003 (or DLE-520-009)" on the parent's signature line. Batch the Affidavit of Parental Authorization (DLE-520-003) or Signature form for Minor's Agricultural Permit (DLE-520-009) and put them in sequential order in the daily work. (See Section 17.4)

IV. Identification card applications differ from original license applications in the following areas:

- A. There is no exam fee area.
- B. The medical/physical disabilities questions are omitted.
- C. The vision screening is not conducted.
- D. No examinations are conducted.
- E. No parental permission signature is necessary.

Note: parental signature, along with primary proof of identity and separate proof of relationship, will be required if part of a minor's identification (Section 6.2)

V. The Record of Application is used for duplicate driver licenses, instruction permits, and identification cards when the customer does not have sufficient photo identification. If there is not sufficient photo identification or photo verification screen available, mark "no photo" on the exception screen or click the "Hold Photo" box on the issue screen (A or B).

- A. Locate the record on the Driver's database, using the "A" option from the main menu.
- B. Press "F6" to convert the record to an application screen. Complete the entire application as if an Original application.
- C. Update the record's data as needed. List the identification documents the customer has provided and print the application "F5". It is not necessary to update "F10" these applications on the database.
- D. Be sure the customer reads the sworn statement and signs the application.

NOTE: The Commercial Driver License (CDL) and Motorcycle (M/C) record of applications differ from the License and ID application. Refer to Section 14 for M/C and Section 15 for CDL.

VI. Record Builds (39) are used to establish a record in the driver database when no document is being issued.

- A. A record build is used when a:
  1. Medical or vision certificate is issued and no document is being issued.
  2. Comment, such as reexamine before reissue that is done on an original application.

3. Identification review comment such as Questionable ID, (the documents presented to the LSR cannot be verified or appear to be altered or counterfeit), or Unacceptable ID (the documents presented appear to be fraudulent, counterfeit, or altered.) is added.
  4. Application must be established and maintained for another reason. (e.g. FTA and suspensions.)
- B. To create a record: Check the "A" screen first to see if a record already exists. If no record is found:
1. Press "M" from the main menu, use transaction code "39" and complete the record of application as described in # III.
  2. Transmit "F10". This will bring up the fee window. Enter no fees, the badge number and transmit "F10". It will generate a receipt, but no license form. Print "F5" and Press "F6" to convert to the Driver database.

NOTE: When building an application for "Questionable ID" or "Unacceptable ID" it is imperative you collect all the needed data, print the application and file this with the documents you've copied. Creating the record build adds it to the daily issue list. Without it, there is no credit given to the office for the work done. You can give the customer the receipt from the record build.

## VII. Application Procedure:

### A. Applicant under 18:

1. When initial application is made, complete the Parental Authorization form (DLE-520-003) or print the Record of Application, sign, and obtain parent's signature. Attach the completed DLE-520-003 or the signed application form to the Examination Fee Receipt, and return to the customer.

Note: Some offices maintain the application within the office.

2. Advise the customer to present these documents with appropriate identification on each visit to a Licensing Services Office (LSO). Customers are required to identify themselves upon each visit.

### B. Examinations/Scores:

1. When assigning a customer to an automated testing machine, enter the PIC # and select "Search". If a record is found, enter the test type and language and select "Start Test". If no previous record is found, select "OK", enter the First Name and Last Name and select "Create", "OK". Enter the test type and language and select "Start Test".
2. Drive Test Schedule: To aid in the scheduling of customers, the LSR scheduling a drive test appointment for the customer will input the:
  - a. Badge #: Enter the Badge # of the LSR making the appointment.
  - b. Date: Enter the date the drive test is scheduled.
  - c. Location: Enter the LSO where the drive test is scheduled.

3. It is imperative that all knowledge and drive test scores are updated at the completion of each test. Drive test disqualifications should be updated as soon as possible, preferably at the end of drive test, prior to a break, lunch, or at a time specified by the office supervisor.
  - a. Knowledge:
    - 1) Test: Enter the test machine number.
    - 2) Score: Enter the three digit test score.
    - 3) Date & Time: Will enter automatically. You may change the date if necessary.
  - b. Driving:
    - 1) Score: Enter 3-digit drive test score.
    - 2) Date: Will update automatically when score is entered. You may change the date if necessary.

NOTE: If waiving a test, enter the score of "999".

- C. **Ensure that all internal comments have been removed before processing the document.** Print the application after all required tests are passed and the document is to be issued.

1. Obtain all required signature(s) after the application is printed.
2. The LSR will witness the signature(s) in the appropriate locations.

D. If the mainframe is down:

1. Completed knowledge test scores should be recorded in a manner prescribed by the office supervisor and updated when the terminal comes back on line. Drive test scores can be updated from the score sheet in the same manner.
2. If the mainframe is not accessible for an extended period, the application should be printed at the time of application for convenience of processing.

- E. When preparing the daily work, confirm that the control number, the expiration date, and all required signatures are written on the application.

## 6.14 Identification Card

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- I. Washington law provides for the issuance of identification cards to any customer who does not have a Washington driver's license, photo Instruction Permit, or agricultural permit. An ID card may be obtained through any Licensing Service Office. To be eligible, every customer must produce proof of identity and a Washington residential address that satisfies state law, administrative code, and the policies adopted by the Director.

NOTE: Enhanced Identification Card (EID) requirements are contained in Section 20. LSRs determining customer qualifications for EDL/EID will refer to Section 20 for document criteria.

- A. Washington drivers who have had an ID card will have their ID card or license privilege canceled at the time of the next renewal/replacement. Cancellation of one or the other is required.

LSRs will ask a customer applying for a Washington ID card if they currently possess a Washington driver's license, photo Instruction Permit, or agricultural permit.

1. If "no," continue with the ID transaction and issue. Do not invalidate an out-of-state driver's license.
  2. If "yes," inform the customer that they are not eligible for a Washington ID card unless they surrender their Washington driver's license, photo Instruction Permit, or agricultural permit. If applicable, fill out a Notice of Surrender form.
- B. There is no age limitation for issuance of an ID card. ID cards are distinctively designed so as not to be confused with a driver's license.
  - C. ID cards are valid for five years or five birthdays from the date of issuance, or until canceled by issuance of a driver's license, photo Instruction Permit, or agricultural permit.
  - D. Customers presenting a valid authorization card from the Department of Social and Health Services (DSHS) are eligible to pay a reduced fee for original or renewal ID cards. A new authorization card must be presented for each original or renewal.
    1. The authorization card is a pre-printed form issued by DSHS containing their client's name, address, and date of birth, and will be signed by an authorized DSHS employee. The card is not an acceptable form of identification.
    2. The fee is \$5.00 for a first time and renewal of a reduced fee ID card.
    3. Attach the authorization card to the LSR's daily Issue List and retain in the office.
  - E. All other customers will pay the full fee for the ID card being issued.
- II. As provided by state law, and as adopted by the Director, the identification requirements for an ID card are those specified in Section 6.2, Identification of Applicants.
    - A. Customers unable to satisfy these requirements are ineligible for an ID card.
    - B. ID cards **will not** be issued with a restriction of "Identity Not Verified."
    - C. Any customer who does not have a Washington driver license, including a temporary license (TL), photo Instruction Permit, or agricultural permit is eligible to apply for a Washington ID card.
      1. Licensing staff should question these customers to verify whether they may be required to apply for a license instead.

2. Customers applying for an original ID card are required to *verbally* provide their current Washington residential address, but the address is not required to be displayed on the identification card. *The LSR will document the WA resident address in the DFS Remarks field* (see Section 6.4.).

D. Licensing staff should check the date of expiration and last date of issuance for any ID card, Instruction Permit, or license on file. A customer may possess only one valid photo document issued from Washington.

1. Customers who last possessed a valid Washington photo Instruction Permit, driver's license or agricultural permit are not eligible for an ID card unless their driving privilege is first surrendered.
2. Customers who last possessed a valid Washington ID card are not eligible for a **photo** Instruction Permit, driver's license or agricultural permit unless their ID card is first invalidated.
3. Customers applying for, or possessing an Occupational Driver's License (ODL) are eligible for a Washington ID card. This is consistent with state law in that the basic license has been suspended, technically qualifying the person as a non-driver. (The identification card will be invalidated when/if they are issued another driver's license, photo Instruction Permit, or agricultural permit.)
4. A non-photo permit holder may also have an ID card.

Note: Cancellation is being automated into the on-line programming. However, it will still be necessary to advise customers that the most recently issued document is the only one that is valid. All earlier issues are canceled by virtue of administrative rule.

III. Original ID cards are those issued for the first time and those issued to customers whose ID card has been expired for five years or more. A new case record is required for every original application.

- A. Select "B" Inquire/Update an ID Card from the DFS Main Menu. Type in the customer's name and date of birth and "F10" Transmit. This also initiates the Automatic Photo Verification retrieval program.
  1. If a record appears, verify name, address and physical description.
  2. Press the "F19" Photo button to access the photo-retrieved results.
- B. If a record is on file and it is determined to be the customer, click on "F15" ID Appl button to switch to an ID Card Application.
- C. If no record appears, go to the DFS Main Menu and choose option "O," Create ID Application. Complete all sections of the application.
- D. Complete the Prev ID/Lic St, Prev ID/Lic #, and Prev Name. The ID card application will normally be processed regardless of any suspension information.

1. Suspensions relating to a fraudulent application should prompt licensing staff to use extreme care in accepting the identification presented by the customer.
  2. When in doubt add a comment to the RTP Exceptions/Comment Creation Screen. Check the "Possible Fraud" box. In the Comment area of the exceptions screen, type "Prior suspension related to fraud application." Technical Reporting will check the complete record to verify ID card eligibility.
- E. The customer will sign the application and the Licensing Service Representative will add their legible signature.
1. Impaired individuals may sign with an "X" or a prepared stamp of their signature.
  2. A signature by the parent or guardian is acceptable for minors who are too young to sign; e.g., "Johnny Doe by Jane Doe".
- F. Proceed with the ID card application by converting "F15" to ID Card issuance format. Enter all of the required information on the screen including the organ donor and motor voter information.
1. Ask the customer "Are you interested in participating in the organ donor program?" (See Section 6.25 for required terminology.)
  2. Ask the customer "Do you want to register to vote or transfer your voter registration?"
  3. Show the appropriate out-of-state code for any license or driving privilege that is acknowledged.
  4. Click on "hold photo" if the customer has had a Washington photo document issued, and
    - a. He or she has not presented an acceptable photo identification, and
    - b. Photo Verification is not available, or
    - c. The CIS photo is not available or does not match.
- Note: **Do not** add a comment in the comment field. Give the customer the temporary ID card and advise him or her that the photo ID should arrive within 30 days.
- G. When completed, transmit the screen and collect the appropriate fee along with any reduced fee authorization presented. Return any change due the customer and ask them to proceed to the photo waiting area.
- IV. A customer making application for a Washington ID card using an out-of-state driver license or ID card and wishing to change their name will be processed in the following manner:
- A. The LSR will verify that no license, ID card, or an application is currently on file in either of the customer's names by searching DFS main menu option A "Inquire Update a License" or "L" Inquire/Update application.
    1. From the DFS Main Menu select option A "Inquire/Update a License" to allow verifying the customer's record.

- a. If no record is found a dialog box will open, “ No record found- Inquire an application?” Select “Yes.”
  - b. The “Inquire an Application” (DFS 149) screen will appear.
  - c. Select “Transmit – F10”
  - d. If no record is found, a dialog box “No Application on record found – Do you want to create an application?” will open.
  - e. Select “Yes” and the “Update a License Application” will open.
2. Create a “39 RECORD BUILD” in the name that is on the customer’s out-of-state or country document in order to combine the two records correctly.
    - a. Complete the record of application (DFS 132) using the transaction code “39” and the name of the customer as it appears on their out-of-state or country document.
    - b. Select “Transmit- F10.”
    - c. Select “License – F6” to convert to the “Create a License” issuance screen.
    - d. Select “Transmit “F10” to send the record build to the host.
    - e. Retain the receipt with the PIC number from the “39” RECORD BUILD.
  3. Convert the Record Build to create an ID application
    - a. From the DFS Main Menu Select option A- “Inquire/Update a License.”
    - b. Enter the PIC number from the “39” Record Build and select “Transmit –F10.”
    - c. Transfer to the ID Application by selecting “ID Appl-F15.”
    - d. Complete the record of application (DFS 156) using the transaction code “B1” with customer’s new name.
      - i. **“Prev Iss”**: Select License or ID for the type of document the customer presented.
      - ii. **“Prev St”**: Enter the 3-digit code representing the state or country issuing the customer’s last license or ID card, or select from the drop down box utilizing the state or country codes in LSR Manual Appendix C and Appendix F, Do not enter WA1. This is only for out-of-state codes.
      - iii. **“Prev #”**: Enter the license or ID card number without punctuation marks, spaces, or reference to the state name. Refer to Section 6.4.
      - iv. **“Valid”**: Select “Valid” to show that the License or ID presented is valid. If the license or ID presented is not valid, do not select “Valid.”
      - v. **“Prev Name”**: Enter the name as it appears on the out-of-state document.
- B. Complete all fields as required on the Record of Application.
  - C. Select “Transmit – F10.”An error message of “PIC doesn’t match name and birth date Change PIC (Yes/No)?” will appear. Select “Yes”
  - D. Print the Record of Application and obtain required signatures.
  - E. Select “ID Card F15” to convert to “Create an ID Card” screen.
5. Complete the Change of Name Affidavit form DLE-520-021 by selecting “Forms-F13. Refer to LSR Manual Section 6.2 page 7, VI.
    - a. Print the Change of Name Affidavit and have the customer sign it.
    - b. Write the new PIC# on the top right corner of the form.
    - c. Record the CTL number in appropriate box.

6. Select "Transmit - F10" if no edit to the record is required.
  - a. An error message of "PIC doesn't match name and birth date. Change PIC (Yes/No)?" will appear. Select "Yes."
  - b. Collect the appropriate fee.
  - c. Photograph the customer and issue the temporary ID card.

Note: Do not invalidate the customer's out-of-state driver license. They will continue to use the license for driving purposes until they return to their home state.

7. Bundle all forms according to LSR Manual Section 17.4 and send in with the daily work.
- V. Issue a duplicate ID card to replace a card that is lost, stolen or destroyed. Follow the identification requirements in Section 6.2 and the procedures for issuing duplicates in Section 6.8. When checking for previous ID card issuance using the "A" or "B" screen of the DFS Main Menu, the automatic photo retrieval will be initiated to the CIS database.
  - VI. Issue a Photo License Only (PLO) (see Section 6.11) to replace a valid ID card when changes in name, address, or physical description or appearance have occurred. Retrieval will be initiated to the CIS database. If the customer had been issued a *CIS*, the most recent photo will be displayed. Check the Photo Verification Screen to verify ID.
  - VII. Issue a Photo Retake (see Section 6.12) to replace an ID card required due to Departmental error(s) in spelling, data, or quality control. Retrieval will be initiated to the CIS database. If the customer had been issued a *CIS*, the most recent photo will be displayed. Check the Photo Verification Screen to verify ID.