

MVD Procedural Quick Update

#35rev.

RE: Matricula Consular – Online Verification System
Effective date: Immediate

Date: November 7, 2007
To: All MVD
From: Mac Lewis, MVD Policy and Procedures Manager

[This is the latest in a series of procedural updates. These updates deal with specific MVD procedures and practices. Managers and Supervisors should consistently distribute the updates to all personnel and integrate them into regular information and training sessions.]

Effective immediately upon receipt by each field office of the revised “Mexican Matricula ID Card Verification System (On Line) User’s Guide,” all Mexican Matriculas that are submitted as proof of identity number, identity or (Alternative ID only) NM residency must be verified using the “Consular Online Validation” system. A link to the Matricula verification system has been added to the MVD intranet home page.

All state and county/municipal field offices will be receiving (by UPS within the next few days) a revised “Mexican Matricula ID Card Verification System (On Line) User’s Guide.” In the same packet, field office managers will also receive a user name and password that all agents in your office can use to access the online verification functions.

The process is simple:

- When you receive a Matricula issued in Albuquerque or El Paso after February 1, 2005 as proof of identity number or identity (or, for the new Alternative ID only, as proof of New Mexico residency), use the “Matricula” link on the MVD intranet home page to navigate to <https://webapps.sre.gob.mx/consultabinariamcas/> .
- If a security alert pop-up appears, with the question “Do you want to proceed?” click “Yes.”
- At the “Consulta Binaria MCAS Consular Online Validation” sign-on page enter the user name and password you have been provided and click “Enter.”
- Referring to the user’s guide for additional guidance as needed, follow the on-screen instructions to validate the customer’s Matricula Consular.
- If the Matricula is validated as issued by the Mexican Foreign Affairs Ministry (Consulate) in Albuquerque or El Paso, and the customer’s photo (if one appears on-screen) matches the image on the card presented to you, you may accept the card as valid.
- When an individual’s name includes “de” a legitimate Matricula may fail to validate, and there may well be other circumstances that cause a legitimate card not to validate.
- In any event, if the screen message reads “This ID Was Not Issued By The Mexican Foreign Affairs Ministry,” or the photo does not match, or if you have any other questions or concerns about the validity of a Matricula, you should call the Mexican Consulate in Albuquerque at (505) 242-7566 for verification.
 - If the Consulate verifies that the card is in fact legitimate, you may proceed with the transaction.
 - If, however, the Consulate tells that you the card is fraudulent, terminate the transaction, keep a copy of the card, return the card to the applicant, and report the incident to your manager or supervisor.

- If you are able to issue a license or ID, be sure to print a copy of the online verification and include the copy as additional supporting documentation along with the copies of the Matricula and other documents that you send along (per PQU#7) to TFID.
- If you are unable to reach the Consulate or get a definite response, keep a copy of the card and explain to the customer that you have been unable to validate the Matricula with the Mexican Consulate and that, unless the customer can provide other acceptable documentation, you will need to validate the Matricula before you can complete the transaction.
- If the customer does not provide other acceptable documentation, tell the customer that you will continue to call the Consulate for verification, and that he or she should return later or the next day.
- If you are able to do so, the customer and process may be better served and wasted trips to MVD avoided if you can take a contact phone number and contact the customer once you have a clear response from the Consulate.
- Continue to call the Mexican Consulate in Albuquerque for verification.
 - When you do reach the Consulate, if they verify that the card is legitimate, you may proceed with the transaction when the customer returns.
 - If, however, the Consulate tells you that the card is fraudulent, report the incident to your manager or supervisor.
 - If the customer returns, inform him or her that, because the Consulate could not verify the card's legitimacy, you cannot proceed with the transaction.
- If the customer insists that there is some misunderstanding or error, direct the customer to go to the Consulate to clear it up.
- In every case where the Consulate is unable to verify the authenticity of a Matricula, the manager or supervisor should send a copy of the card, with details of the attempted transaction, to the MVD Training Unit in Santa Fe for processing, communication with the Consulate, and possible referral to TFID.
- Do not accept (or attempt to validate) any Matricula if the issuing office is not Albuquerque or El Paso or if the card has expired (i.e. the expiry date shown is on or before the date the card is submitted to you). Instead, direct the customer to go to the Mexican Consulate in Albuquerque or El Paso for a new card.

Field office managers and supervisors should refer any comments or questions regarding this Procedural Quick Update to their Bureau Chiefs, with cc to mac.lewis@state.nm.us. Others are encouraged to direct comments or questions directly to Mac Lewis, MVD Policy and Procedure Manager, at mac.lewis@state.nm.us.
