

MVD Procedural Quick Update

#9

RE: Social Security Override
Effective date: Immediate

Date: August 18, 2006
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.]

When SSOLV returns a “no match” for name or DOB on a non-CDL transaction, but the customer has all of the appropriate documentation, the field office agent, after receiving approval from his or her manager, should use the override function and complete the transaction, keeping complete copies of all documentation.

IMPORTANT NOTE: No overrides are allowed on CDL transactions.

Consistent with procedure in place since June, 2004, when the SSOLV (Social Security verification) system returns a code 3, 4 or 5 (name and/or DOB) “no match” on a non-CDL transaction, but the customer has all of the appropriate documentation, the field office clerk, after receiving approval from his or her manager, should use the Social Security override function and complete the transaction.

NEW: Effective immediately, manager approval is now required for all Social Security overrides. If the manager is not available, the supervisor or bureau chief may authorize the override. Complete copies must be kept of all documentation used to support the override.

Instruct the customer to contact the Social Security Administration to correct their record so that the same problem does not occur the next time the license or ID card is renewed.

Field offices should no longer be issuing the yellow (MVD Form 10111) temporary driver permits and telling the customers to get the problem resolved with the Social Security Administration before issuing a license or ID card. That process places an unnecessary added burden on the customer, and some SSA offices have been refusing to update their records without a corrected New Mexico drivers license or ID card.

By federal regulation, no overrides are allowed on CDL transactions.

Please refer any comments or questions regarding this Quick Update to Mac Lewis, Policy and Procedure Manager at mac.lewis@state.nm.us.
