LOs - QUICK REFERENCE GUIDE

DACH D360 ISSUANCE PROCEDURE

TRANSACTIONAL CHANGES EFFECTIVE NOV 18, 2024 FOR CDL AND CLP FOR MANDATORY DRUG AND ALCOHOL CLEARINGHOUSE DISQUALIFICATION

WHAT IS CFR49 382.701?

Per Code of Federal Regulations CFR49 382.701 beginning November 18, 2024, Service Oklahoma Service Oklahoma Licensed Operators (LOs) and Examiners must now verify a driver's Drug and Alcohol Clearinghouse (DACH) status prior to issuance, update, replacement, or renewal of a commercial driver license (CDL) or commercial learner permit (CLP).

For drivers with DACH "Prohibited" status, LOs and Examiners **MUST** deny commercial license transactions.

New D360 transaction deficiencies have been added related to Drug and Alcohol Clearinghouse status verification. Deficiencies will occur for drivers with "Prohibited" status, as well as unsuccessful verification errors.

When Service Oklahoma is notified or identifies that a CDL driver has a DACH "Prohibited" status, the information is added to the driver's record. A letter will be mailed to the driver notifying them that they have 30 days to correct their status with the Clearinghouse or be downgraded to a Class D license.

Downgrades and reinstatements will be manually processed by SOK CDL Driver License Services. The team will monitor and track drivers with "Prohibited" status, AAMVA notification of status changes and will apply the disqualification, resulting in downgrade of the license after 30 days. This downgrade must be applied until Service Oklahoma is notified by the Clearinghouse that the driver status has changed to "Not Prohibited."

INSTRUCTIONS FOR DRIVERS

CDL and CLP drivers should not provide reinstatement requests or information related to their return-to-duty requirements to Service Oklahoma and should be directed to the Clearinghouse.

Drivers may contact the Clearinghouse at **800-832-5660** or visit the website at **clearinghouse.fmcsa.dot.gov** and login to their account to view the violation information associated with their driver record. Instructions for resolving their DACH status downgrade may be found via the Driver Resources Tab within the Clearinghouse's Learning Center.

TYPE OF CDL AND CLP TRANSACTIONS IMPACTED

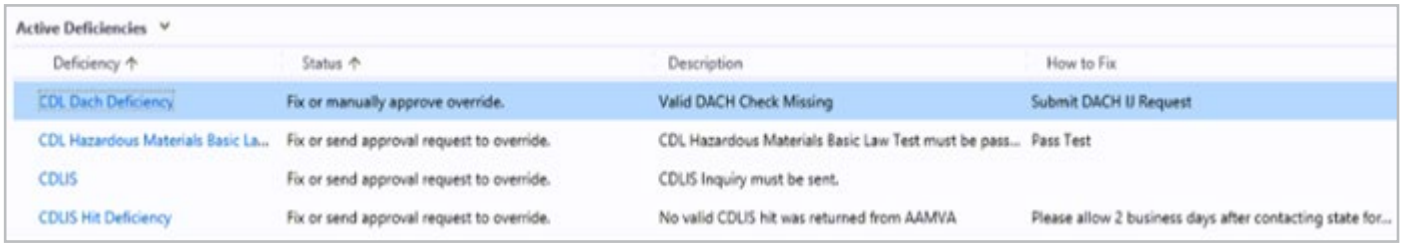
All CDL and CLP drivers' DACH statuses must be verified when issuing, transferring, renewing, replacing, or upgrading a CLP or CDL credential. Upgrades may include, but are not limited to, any transaction related to the addition or removal of endorsements, restrictions, or any action that would have the effect of expanding the driver's ability to operate a CMV (e.g., removing an airbrake or removing intrastate restrictions).

CAN A LICENSED OPERATOR HAVE A DACH PORTAL ACCOUNT?

No, DACH portal accounts require Service Oklahoma email accounts

DACH D360 PROCEDURE – NEW DRIVER CHECK

During a CDL or CLP transaction the system will run a Drug and Alcohol Clearinghouse (DACH) status check. Deficiencies will provide details about the driver's DACH status.



Active Deficiencies

Deficiency	Status	Description	How to Fix
CDL Dach Deficiency	Fix or manually approve override.	Valid DACH Check Missing	Submit DACH IJ Request
CDL Hazardous Materials Basic La...	Fix or send approval request to override.	CDL Hazardous Materials Basic Law Test must be pass...	Pass Test
CDLIS	Fix or send approval request to override.	CDLIS Inquiry must be sent.	
CDLIS Hit Deficiency	Fix or send approval request to override.	No valid CDLIS hit was returned from AAMVA	Please allow 2 business days after contacting state for...

"Not Prohibited"

Deficiencies will not populate for drivers in "Not Prohibited" status.

In instances when other deficiencies are received and the driver status is checked manually in the Clearinghouse to verify a "Not Prohibited" status, the examiner may escalate for override.

"Prohibited"

If driver status has a "Prohibited" deficiency, transaction should be canceled, and the driver should be referred to the Clearinghouse for resolution.

"Driver Not Found"

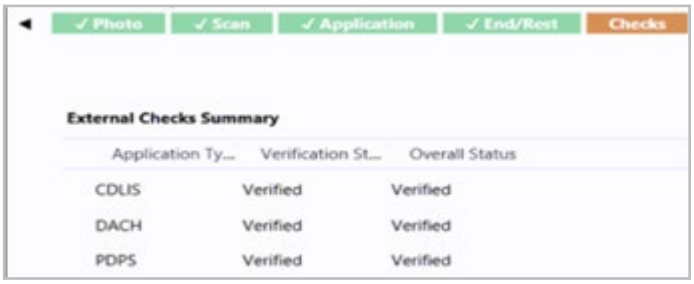
1. If driver is a first-time applicant of a Commercial Learner Permit (CLP) and has not held a CLP in any other state, and a deficiency of "Driver not found" is returned.
   - **a.** LOs may submit an Approval Request to the Help Desk to request assistance with the deficiency override.
     - From the deficiencies tab click the applicable deficiency one time.
     - From top of the page select "Send Approval Request."
     - In the "Reason for Request" field enter "DACH-HELPDESK" for easy identification.
     - Email **dloverride@service.ok.gov** to notify them that the override request has been submitted. Please include driver Last name, DLN and reference "DACH Override."
2. If driver has an active CDL/CLP credential, with a status of "Driver not found" then,
   - **a.** License Operators will escalate to the Service Oklahoma Helpdesk via email at **dloverride@service.ok.gov**.
3. Out of state CDL transfers (including Canadian drivers) –
   - **a.** DACH status will need to be verified using the out of state license number before approving the out of state transfer. To ensure accuracy of the check, LOs and Examiners must enter the correct out of state credential number and licensing state when scanning either the "Issuance" Category documents – "Out of State License" or "Lost License Affidavit."
   - **b.** Canadian transfers – Licensing state should be entered as the province abbreviation. See full list below

Canada	
AB	Alberta
BC	British Columbia
MB	Manitoba
NB	New Brunswick
NF	Newfoundland and Labrador
NT	Northwest Territory
NS	Nova Scotia
NU	Nunavut
ON	Ontario
PE	Prince Edward Island
QC	Quebec
SK	Saskatchewan
YT	Yukon Territory

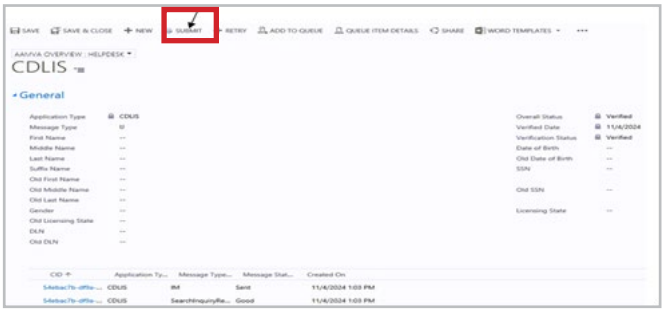
Other Deficiencies

If any DACH deficiency other than “Prohibited” is returned wait 1-2 minutes and then try to resubmit the AAMVA check.

- From the “Checks” tab, double click the CDLIS or DACH check that needs to be resubmitted.



- Select SUBMIT, click OK on the pop-up message, then SAVE & CLOSE.





- Return to the Deficiency tab.

If the same error is encountered, Licensed Operators will escalate to the Service Oklahoma Helpdesk via email at **dloverride@service.ok.gov.**