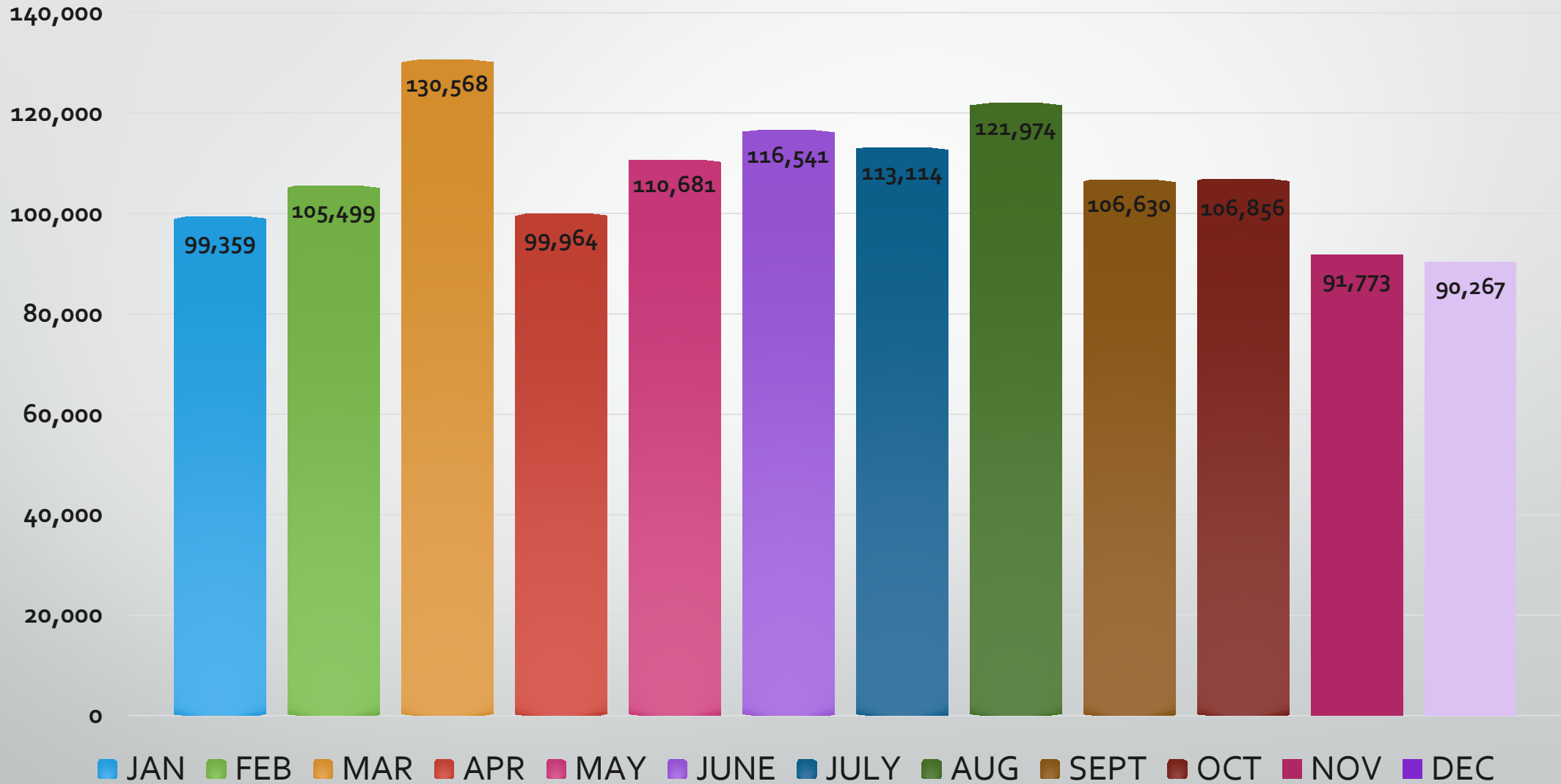


Alabama Law Enforcement Agency

Driver License Division



2017 Issuance Total – 1,293,226



103,517 Online Renewal/Duplicates were provided in 2017

www.ALEA.gov

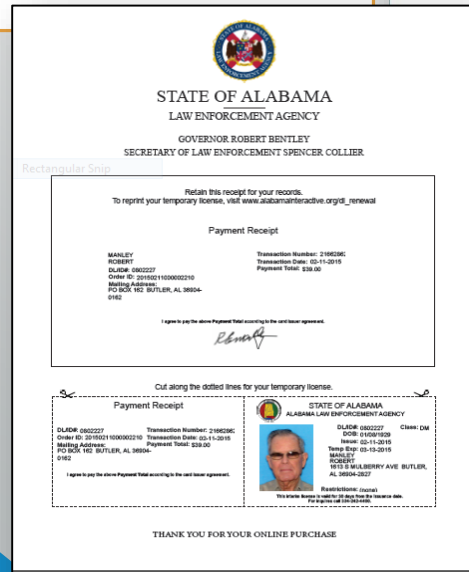
- ▶ From convenience of home, renew **or replace** class D, Commercial Driver License or ID Card over the Internet
- ▶ Print Temporary License
- ▶ ALrenewal.com – ALEA Driver License portal



Alabama Driver's License Online Application

- The following licenses can be renewed or duplicated using this system:
 - Driver's License
 - ID Card
- Licenses may only be **renewed** by this online application once every 8 years.
- Driver's licenses are eligible to renew 60 days prior to expiration date.
- A valid credit card is required to use this application.
- A non-refundable fee will be collected at the end of your transaction. If for any reason the transaction is not completed, your card will not be charged.
- Only renewals and duplicates can be performed online.
- **To change your address or to add or remove license classes, restrictions and endorsements, please see an examiner.**
- **You MUST have a printer available to print your 30 day temporary license.**
- Your new permanent license or ID card will be mailed in 7-10 days. A temporary receipt will be provided that is valid for 30 days.

Continue

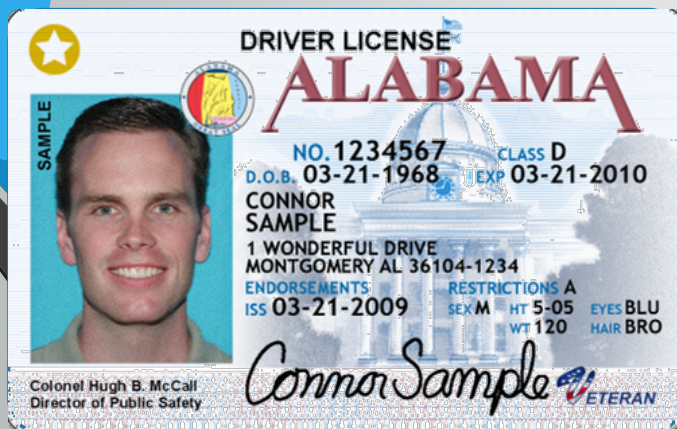


License Type	Type
<input type="radio"/> Driver's License	<input type="radio"/> Renewal
<input type="radio"/> CDL - Commercial Driver's License	<input type="radio"/> Replacement
<input type="radio"/> State ID Card	<input type="radio"/> Temporary Reprint
First Name	Last Name
<input type="text"/>	<input type="text"/>
Driver's License Number	<input type="text"/>
Date of Birth MM/DD/YYYY	<input type="text"/>
SSN Last 4	<input type="text"/>
<p>Continue</p>	

STAR ID Deadline Date

Secure
Trusted
And
Reliable

Alabama residents have until **October 1, 2020** to obtain an REAL ID (STAR ID) driver license or non driver ID for **domestic** air travel. Some federal facilities require them now.



Issuance Questions & Reminders

- ❖ Is it allowed to send a DL/ID to an Out of State Address?
NO! You have to be an Alabama resident.
- ❖ ALEA has a process for military, students, and those who are working out of state temporarily. Please direct them to the ALEA web site for mail in renewal/duplicate process (**www.alea.gov**).

Issuance Questions & Reminders

- ❖ Can I issue a duplicate if they don't have some form of ID? **NO**, they should present a birth certificate, social security card or expired DL or temporary.
- ❖ Ultimately you are helping someone to commit identity theft if you do not ask for some form of identification.
- ❖ If for any reason you are not comfortable with the issuance do not hesitate to send them to an examiner.

Photos

Odd/Altered and Head Coverings

- ❖ DO NOT accept a photo if they are making a face or trying to alter their appearance.
- ❖ Photo overrides - If you are not sure send them to see an examiner. Always error on the side of caution.
- ❖ Head coverings should be pushed back to the hair line and the opening of the ears. They are only allowed for religious or medical reasons.



Voter Registration Tab

If the customer answers “**No**” to “Would you like to register to vote”?

Then the answer to the second question: “Do you want to use this address to update your voter registration”? Should be “**No**”. If you answer “Yes” to the second question you have just registered them to vote.

Best Practice is to read the applicant the question and let them answer.

Voter Registration Tab

Drivers License | ID Card | Commercial DL | Special ID | Point-of-Sale | Help

Enter/Correct the Customer Data. When this is complete, press the Capture button.

Date of Birth: 02/16/1990 Sex: F SSN: 323-48-3381 DL Number: 08718827
Name: KIMBERLY SANDERS DUPLICATE DL

Images | Personal | License | Voter

Would you like to register to vote?
 Yes No

Residential Address - Do you want to use this address to update voter information? Yes No

Street: 1148 12TH PLN City: BIRMINGHAM
State: AL Zip: 352042830 County: 04 - AUTAUGA

Maiden Name /Former Name

Last: _____ Suffix: _____
First: _____
Middle: _____

Previous Address

Street: _____ City: _____
State: _____ Zip: _____ County: _____

Note: These are additional voter registration information. Other voter registration information will be taken from previous screens.

Next Step: Complete all required Intake Steps before going onto Capture

Veteran Designation

- ❖ All county offices have the ability to add the Veteran designation to a DL or ID. When the Veteran's designation is checked the clerk shall note in the "Comments" tab the type of document which was provided along with their (clerk's) initials. The following documents are accepted for applying the veteran status:

DD214


NGB Form 22

NA Form 13038

Veteran Designation

Card Type	Recipients
 <p>DD Form 2 (Reserve)</p> <p>Armed Forces of the United States Geneva Conventions Identification Card</p>	<p>-Members of the Individual Ready Reserves and Inactive National Guard</p>
 <p>DD Form 2 (Retired)</p> <p>United States Uniformed Services Identification Card</p>	<p>-Retired members entitled to retired pay</p> <p>-Members of the Temporary Disability Retired List (TDRL)</p> <p>-Members of the Permanent Disability Retired List (PDRL)</p>
 <p>DD Form 2 (Reserve Retired)</p> <p>United States Uniformed Services Identification Card</p>	<p>-Retired members of the Reserves and National Guard under the age of 60</p>

Veteran Designation

UNITED STATES OF AMERICA	
	
Certification of Military Service	

<i>This certifies that</i>	Name
	SSN or Service #
<i>was a member of the</i>	Army of the United States
<i>from</i>	November 18, 1942
<i>to</i>	October 9, 1945
<i>Service was terminated by</i>	Honorable Discharge
<i>Last Grade, Rank, or Rating</i>	Staff Sergeant
<i>Active Service Dates</i>	Same As Above
Date of birth: n/a	
Place of birth: n/a	

Given at St. Louis, Missouri on September 12, 2003	National Personnel Records Center (Military Personnel Records) National Archives and Records Administration
THE ARCHIVIST OF THE UNITED STATES IS THE PHYSICAL CUSTODIAN OF THIS PERSON'S MILITARY RECORD	
<i>This Certification of Military Service is issued in the absence of a copy of the actual Report of Separation or its equivalent. This document serves as verification of military service and may be used for any official purpose. Not valid without official seal.</i>	

Issuance Questions & Reminders

- ❖ If an applicant starts an online issuance which is not completed call the ALEA Help Desk for a void.
- ❖ If there is a need for a complete void to an issuance it has to be done the same day it was processed. It cannot be done the next after the till has been reconciled.

ALEA Help Desk - 1-800-433-3001

Deleting or Adding Employees to Access the DL system

- ❖ To delete or add employees to the DL system notify ALEA at alea.dlrequests@alea.gov. These requests should be sent by supervisors or authorized employees.
- ❖ If a new Chief Clerk is appointed a letter from the judge should be faxed to 334-242-2442 identifying the employee is the new Chief Clerk.

Equipment/APW Problems

Morphotrust/Idemia Help Desk - Call 1-866-861-3212

Or email

alcustomersupport@us.idemia.com

Contact Information

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Driver License Division Chief

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(334) 353-1470 Office

Captain Jon Archer

Driver License Division Asst. Chief

Jon.archer@alea.gov

(334) 353-1470 Office

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