Louisiana Department of Public Safety
Office of Motor Vehicles

Policy 4.01 Driver's License Renewal by Mail or Internet (Class D and E License Only)

Section: 1. Issuance of Driver's License

Effective Date: 03/28/1995

Revised Date: 02/10/2025

Authority:
R.S. 32:412 (D)(3 - 8)
R.S. 32:412.1
To view Louisiana Statutes: http://www.legis.state.la.us/

Eligibility:

- Upon receipt of a renewal notice, an individual has the option of renewing an operator's license (Class E) or chauffeur's license (Class D) by mail or internet. The renewal notice is mailed ninety (90) days before the expiration date.
- The mail-in and internet renewal option is available only to applicants who reside in Louisiana.
- An applicant is **not** eligible to renew by mail if:
    - Seventy (70) years or older, prior to 100 days of the date of expiration of the driver's license.
        - **Note:** A renewal by mail may be granted to a person seventy (70) years of age or older who is medically diagnosed with a disability that precludes that person from renewing the license in person. This type of renewal will be handled through the reconstructed driver's license program.
    - The license was renewed by mail on the previous renewal.
    - The license is expired twelve (12) months or more, is cancelled for any reason, or has been lost by the applicant.
    - The license indicates a suspension, pending suspension, pick-up flag, has a no insurance flag, or a petition flag.
    - It is indicated on the mail-in renewal application any changes or additions since last renewal, including any change in physical condition.
    - The application is not properly signed.
    - A nonresident alien
    - Male, US citizen or Permanent Resident Alien, between the age of 15 and 26 **and** the Social Security number on the credential record indicates 0's.
        - If the criteria to be registered with Selective Service is met but no Social Security number on the driver's license record, the applicant must visit a field office and provide the social security number.

General:

- Renewals may also be made at a field office.
- A driver's license renewed by mail or internet is issued for six (6) years and expires on the applicant's birth date.

- A licensed Louisiana resident, who is temporarily residing, employed, or attending school in another state or country, may be eligible to renew by mail under the provision of the Reconstructed License / Identification Card policy. To determine eligibility, call 225-925-6146.
- A mail-in renewal invitation must have been received to be eligible to renew by mail or internet.

Requirements:

- **Payments**
  - Visa, MasterCard, American Express, or Discover Card is accepted.
  - If paying with a credit card, a credit card fee may be charged. R.S. 47:1519 prohibits the State from absorbing the cost of credit card use for e-commerce applications.
- **To Renew by Mail**
  - The application must be signed by applicant and returned to the Office of Motor Vehicles with the appropriate fee in the form of a personal check, money order, cashier's check, or certified check made payable to the Office of Motor Vehicles.
  - Applications that are post-marked after the expiration date will be returned for the $10.00 delinquent fee.
- **To Renew by Internet (www.expresslane.org) –** Procedures to renew online are listed on the invitation. Visa, MasterCard, American Express, and Discover Card are the only forms of payment by internet.
- **LA Wallet**
  - Download and install *LA Wallet* on the mobile device.



  - Open the application upon completion of the installation.
  - Complete the following steps:
    - **New Account**
      - Click ***Create Account***.
      - Read the ***Terms of Use*** to its entirety and select ***Accept Terms and Conditions*** or ***Deny***. If the user denies the terms, the application will not allow the user to create the account.
      - Enter a valid email.
      - Create a password and confirm the password.
    - **Existing Account**
      - Click ***Login to an Existing Account*** if an account has previously been created.
      - Enter the email address and password for the *LA Wallet* credentials.
  - If the program requires a pin, create and confirm a four-digit pin.
  - **Enable Biometric** – Biometrics allow for authorization of payments using an electronic device using facial recognition, fingerprints, etc. Select ***Yes*** if wanting to use Biometric or ***No*** if not wanting to use Biometric.

- To add a license record to the application, click ***Add License***. A disclaimer will appear stating that the user may enter the driver's license or identification card information manually or may scan the back of the license to auto-populate the information.
  - **Status –** Enter all required information, as it appears on the Louisiana driver's license or identification card.
  - **Scan** - Scan the bar code presented on the back of the Louisiana driver's license or identification card. The information will auto-populate.
- **Renewing the Driver's License**
  - Click ***Menu***.
  - Select ***Renew Physical License/ID***.
  - Read the requirements and click ***Check Renew Eligibility***.
  - The application will notify the user of his/her eligibility.
  - If eligible, confirm all information and specify if voter registration services are needed. Click ***Continue***.
  - Complete all required steps to complete the purchase of the identification card. The total amount to be charged will populate. Click ***Checkout*** if agreeing to the charges.

- **Credential Not Received in the Mail**
  - If the address is not the address that is on your credential, visit an Office of Motor Vehicles field office for a duplicate and address change.
    - Duplicate fees will apply, as you are not eligible to renew or apply for a duplicate online or by mail with an incorrect address on your license. A refund for your original transaction will **not** be issued.
  - It may take up to thirty (30) days to receive your credential by mail. If it has been thirty (30) days and you still have not received your credential, but within sixty (60) days from the date of transaction, visit the nearest Office of Motor Vehicles with your receipt to receive your free duplicate. This also applies to those credentials ordered through *LA Wallet.*
- **Notes:**
  - Each invitation will contain a Motor Voter application. If the applicant returns the Motor Voter application, it is forwarded to the Department of Elections.
  - To inquire on a mail-in driver's license renewals, call (225) 925-6146.

Related Policies:
Section 1, Policy 1.00 Classes of Licenses and Age Requirements
Section 1, Policy 2.00 Fees And Duration Of License/ID Card
Section 1, Policy 3.03 Voter Registration
Section 1, Policy 6.00 Identification Requirements
Section 1, Policy 13.00 Restrictions and Endorsements
Section 1, Policy 25.01 Reconstructed Driver's License /Identification Card