



# The CJIS Newsletter

**MSHP**

Issue 26-2  
June, 2026

Information in this newsletter is considered MULES policy and may rescind information that is currently shown in the MULES Manual and other state level policy publications until those publications can be updated. Please ensure that all CJIS systems operators at your agency review this newsletter.

## Missouri CJIS Staff

### CJIS Systems Officer:

Major Christopher Jolly

### CJIS Division Director

Scott Robinson

### CJIS Division Assistant Director

Andrew Benner

#### *Operations Section*

### CJIS Division Assistant Director

Elisha Carlock

#### *Technical Systems/Training & Auditing Section*

### CJIS Division Assistant Director

Valerie Hampton

#### *Administrative Support Section*

## ORI Validations are Underway!

Every two years the CJIS Division is tasked with verifying contact information for the approximately 2,500 ORIs issued to Missouri agencies. This is a requirement of both NCIC and NLETS and requires us to make contact with every agency and confirm that the information we have on file is correct. Not only does this help us keep our contact information accurate, it helps MULES users as well but ensuring the information they get when running an ORI is correct.

You have probably already received an email from someone in the Access Integrity or MULES Training Unit asking you to confirm the information or submit a form with updated information. If you've already responded, thank you! If not, please do so as soon as you can. This is a big job, but it helps keep our information accurate.

## Deirdre Carter to be Out of Office

Beginning June 26th, Deirdre Carter will be out for maternity leave. While there will be no changes to the Troop F and I class schedule, Deirdre will not be available by phone or email until further notice after that date. Anyone in Troops F or I that needs assistance with anything MULES or CJIS related should reach out to one of the other trainers listed on the contact map on page 9. Deirdre plans to be out until early November. A notice will be sent out to TACs in Troops F and I when she is back.

### Inside this issue:

IAQ Report	2
DOR Insurance Query	2
DOR Eligible Status	3
N-DEx Success Story	4
DOR Pin Application	5
IAQ Transactions	7
Running Foreign Nationals	7
TOU 26-2	10





# The CJIS Newsletter

## MSHP

Issue 26-2  
June, 2026

## Immigration Status and IAQ Report

Kevin Neeley—Troops B/F Auditor

We are still having issues around the State with agencies reporting the proper immigration status of arrestees.

Immigration status is not based on where the person was born or how long they've lived in the US, that is a person's citizenship. The Immigration Status comes from the Department of Homeland Security. The IAQ Report hits the Department of Homeland Security database that houses a person's immigration status. So, if you are not running the IAQ Report (or getting the IAQ Report from your UCR Trainer) and just putting in US Citizen because you know the person, it's being reported incorrectly.

Immigration status is collected for any MIBRS Offense with an Arrest Type of T – Taken into Custody or O – On View. If the immigration status is not reported, the system will give you a warning when submitted. You simply need to add the immigration status and re-submit.

Anyone with an Arrest Type of S – Summons/Cited does not need an immigration status. If one is reported, the system will give you a warning. You simply need to remove the immigration status and re-submit.

The IAQ Report can be found on the CJIS Criminal Justice Portal. If you cannot get to the portal, you may need to contact your IT to ensure that your computer has a secure connection to the MSHP. If your agency does not have a secure connection, please reach out to your UCR Trainer to get the IAQ Report for your agency.

## MULES Insurance Query

Mike Zvolanek—Troops H/B MULES Trainer

Vehicle insurance is an important piece of information when investigating a vehicle crash, or when conducting a traffic stop. Users now have access to this information via the MULES Insurance query. This query allows the user to access Department of Revenue records of insurance information for vehicles registered in Missouri.

To access the transaction, go to the transaction menu and then select Inquiry -> Vehicle -> Insurance, or type QINS in the command line. You must query by VIN. The response will tell you whether insurance is confirmed or not. Some confirmed statuses may not display the insurance details while others may; this is dependent on the information provided by the insurance companies to DOR. If the subject produces a valid insurance card, that should take precedent.

The DOR database will be updated daily, however it should be noted that not all insurance companies update their information daily.

There is a help file for this transaction on the CJIS Launchpad. To access it, go to CJIS Documents -> MULES - Help Documents -> Vehicle Insurance Inquiry Instructions. Please refer to the help file for examples of the responses.

MULES

Insurance Query

Case ORI

Enter VIN Number

VIN \*

Submit

Clear

Close



# The CJIS Newsletter

## MSHP

Issue 26-2

June, 2026

## Importance of Signing in Periodically to CJIS Systems

Trevor Dunn —Troop C MULES Trainer

Keeping our systems secure and protecting criminal justice information remains one of our highest priorities. One way we support that mission is through the “90 day rule.” Users who have access to applications such as MACHS, Crisis Intervention Team, or any other system on the MSHP Criminal Justice Portal are required to log into each application at least once every 90 days. At this time, this requirement does not apply to MULES but that may change in the future.

Disabling inactive accounts supports the principle of least privilege policy, which helps reduce a system’s attack surface. To avoid unintended deactivations, we recommend setting a reminder in your email calendar to log into your applications regularly.

For any reactivation requests, please contact your agency TAC, who can submit the request through the User Portal. Reactivation requests may take time to process, so plan accordingly.

---

## DOR Eligible Status

Mike Zvolanek—Troop B/H MULES Trainer

When running operators through the Missouri Department of Revenue database you may have seen a new status - "Eligible". The meaning of this status depends on each subject's individual driving record.

They could have an action on their record that is in a stayed status pending an outcome of an appeal. In this case, they would be driving on the stay order issued to them by the court. They must have the stay order with them while operating a motor vehicle as this is their driving privilege until the outcome of their appeal.

They could have requested a hearing through DOR for an action on their record and they were issued a Temporary Driving Privilege, which they must also have with them while operating a motor vehicle as this is acts as their driver’s license until the outcome of their hearing.

Finally, it could mean that their driver license was voided when they applied for a non-driver ID. Missouri is a one credential state and if a person applies for a non-driver ID while they have a valid driver license, then their driver license will be cancelled (not valid for driving). If they want a new driver license, they must retest (both written and driving) before applying and paying for a new driver license.

Questions about specific drivers or license statuses should be directed to the Missouri Department of Revenue Driver License Bureau at [dor.mo.gov/driver-license/](http://dor.mo.gov/driver-license/).



# The CJIS Newsletter

## MSHP

Issue 26-2

June, 2026

### Register Now for the 2026 CJIS Conference!



Registration is open now for the 2026 CJIS Conference! Visit [www.missouritrooper.com/2026CJIS](http://www.missouritrooper.com/2026CJIS) to register and book your room at Margaritaville. This year promises to be another great year with speakers from NLETS, the US Marshalls Service, Uber for Law Enforcement and the National Weather Service. We'll be covering topics such as the new Mobile fingerprint system, Rap sheets and expungements, Crime Insight, wanted person and firearm entry, CJIS security policy updates and more. You can see a tentative agenda at the link above.

If you have any questions just reach out to your MULES trainer. See you there!

---

### N-Dex Continues to Provide Invaluable Investigative Resources

Matt Owens—Troops A/D Livescan Specialist, Chelsea Kincaid—Troop C Auditor

The following is a true story involving a Missouri law enforcement agency. It's been anonymized due to an ongoing criminal case:

Police were investigating a homicide at a convenience store. The only evidence that police had to go on was security video from the store. Though this video was not high quality, the police were able to make out an eagle tattoo on the forearm of the suspect. Investigators searched the man's description, including the tattoo, through N-DEX and used the geographic filter to limit the search area.

The search results revealed a missing person report from another jurisdiction which included a description of an eagle tattoo on the forearm of the man. Investigators sent the security video over N-DEX's secure collaboration platform to investigators of the other jurisdiction, who confirmed the identity of the suspect. An arrest warrant was then placed for the suspect, who was picked up a few days later at a sobriety check point. N-DEX connected two separate cases from separate jurisdictions, with just a description of a tattoo.

If you want to learn more about N-DEX or have a success story you would like to share, contact your regional N-DEX Trainer for more information.



# The CJIS Newsletter

## MSHP

Issue 26-2

June, 2026

## Access to DOR Information for Non-Criminal Justice Entities

Mike Zvolanek —Troops B/H MULES Trainer

There are times when non-criminal justice entities need revenue information. One example that seems to pop up consistently is code enforcement. Since they don't have an ORI and are typically under supervision of the city and not a law enforcement agency, they are not allowed to receive any information from MULES. However there is an alternative, they can go directly to the source with an access code.

To obtain a Missouri Department of Revenue (DOR) access code, submit DOR Form 4678, the "Request for DPPA Security Access Code". This form is used to apply for a DPPA (Driver's Privacy Protection Act) security access code, which allows access to restricted information on driver and vehicle records. The entity will need to provide appropriate documentation to verify eligibility under the DPPA and Missouri law. Once approved, the DOR will assign a security access code. The form is available at [DOR.mo.gov/forms/](https://dor.mo.gov/forms/).

Here's a more detailed breakdown:

### 1. Identify the need for a security access code:

You need a security access code if you want to access information on driver and vehicle records that is typically restricted.

### 2. Download and complete Form 4678:

This form requires you to provide information about why you need the access code and your identity.

### 3. Gather necessary documentation:

Provide documentation that proves your eligibility to receive restricted information under the DPPA and Missouri law. This could include a business license, insurance license, bar card, or other personal credentials

### 4. Submit the completed form and documentation:

Submit the form and all supporting documents to the Missouri Department of Revenue.

### 5. Wait for approval:

The DOR will review your application. Once approved, they will assign you a security access code.





**BE AN**  
**EMAIL**  
**SUPERHERO**

**THINK BEFORE YOU CLICK**



# The CJIS Newsletter

## MSHP

Issue 26-2

June, 2026

## Immigration Alien Transaction

Trevor Dunn—Troop C MULES Trainer

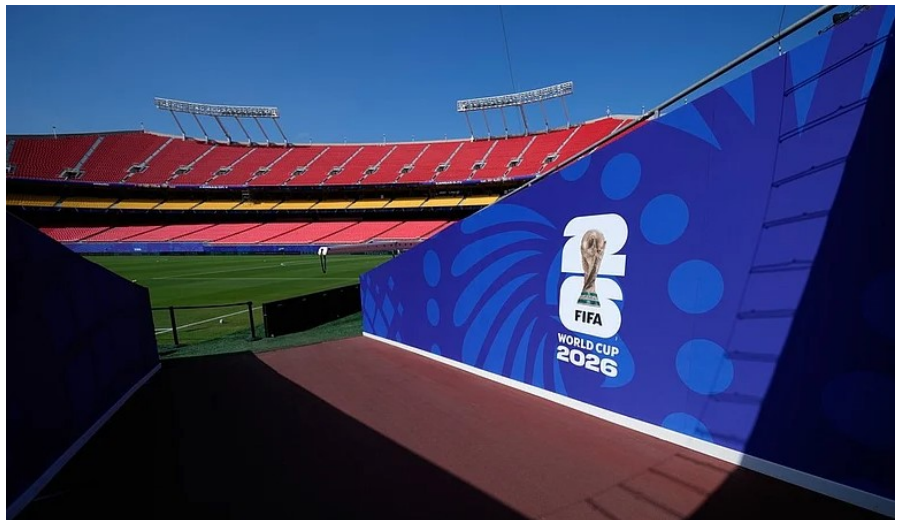
One of the biggest sporting events in the world happens this summer and Missouri gets to be a part of it! The World cup is spread out between 3 countries and Kansas City will host games. With that comes a possible influx of IAQ or Immigration Alien Transactions. The purpose of Immigration Alien Transaction is to provide timely information on non-US citizens suspected of criminal activity and search for detainers on non-US citizens under arrest. A query transaction (IAQ) searches multiple databases including NCIC and Triple I along with 14 other federal databases. When sending a IAQ the Name, DOB, Sex, POB, In Custody and offense are the only required fields. Any optional information supplied in the query will increase the probability of finding a positive record and enable a more informative response to be sent. In particular, family name information can be especially helpful. There are 9 possible responses you could receive from your submission. The responses are not automatic, and users should not submit multiple inquiries for the same subject. If further assistance is needed, please send an Administrative Message (AM) to destination code VTICE0900 or reference the NLETS manual on the CJIS launchpad.

## Foreign Nationals and MULES

Chris Parr—MULES Training Unit Manager

With the world cup heading to Kansas City this summer, law enforcement agencies statewide will have better chances of encountering foreign nationals in their day to day business. With that in mind, here some helpful reminders on the information available on foreign nationals in MULES.

- Don't forget that you can run Canadian residents and vehicles for registration and hotfile status. On the NLETS direct person and vehicle transactions there is a tab for Canadian inquiries. Run the subjects or vehicles through the correct province and also watch for a separate response from CPIC, Canada's version of NCIC. Don't forget to also run a regular check on them to check MULES and NCIC.
- Don't forget the INTERPOL queries available on the NLETS Direct Miscellaneous transaction screen. Here you can run people, vehicles and travel documents to check for any international theft or warrant information.
- Don't forget to pay special attention on every query for information from the NCIC Threat Screening Center, Foreign Fugitive, and Immigration Violator files as it may be more likely than usual to see positive responses. (Especially closer to Kansas City)
- Last but not least, **never** skip running a standard query on a foreign national just because you won't get a driver's status back. MULES and NCIC may not be able to tell you if they have a valid driver license, but it will tell you if they're missing, wanted, dangerous or more!

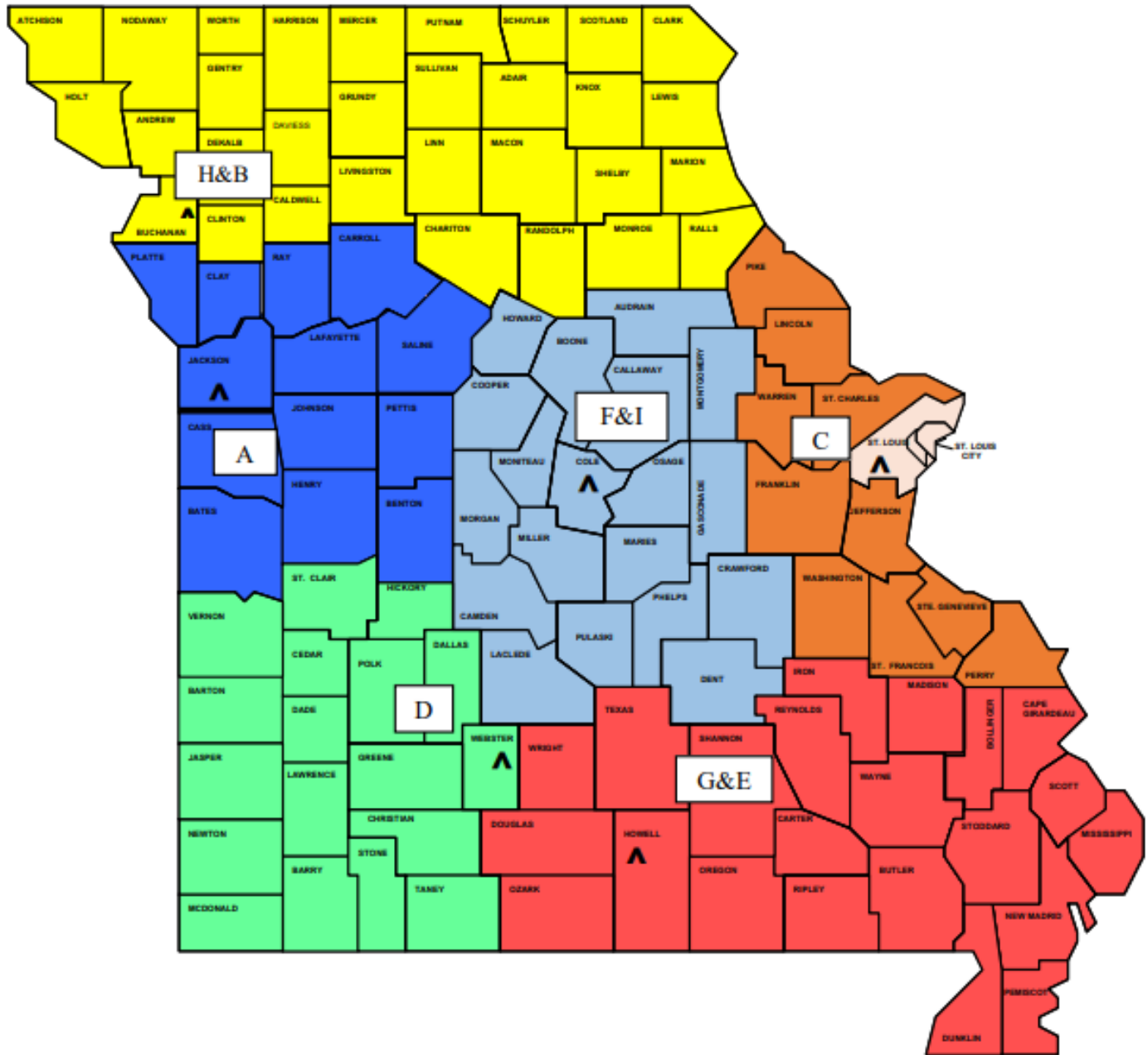










If you would like a refresher on any of these transactions please get in contact with your MULES trainer.



# MULES Training Unit

## Troop Contact Information



 Troop A Trainer	Sherry Clark	816-622-0707 x3135	sherry.clark@mshp.dps.mo.gov
 Troop B & H Trainer	Mike Zvolanek	816-387-2344 x3859	michael.zvolanek@mshp.dps.mo.gov
 Troop C Metro Trainer	Bruce Snider	636-300-2800 x3355	bruce.snider@mshp.dps.mo.gov
 Troop C Rural Trainer	Trevor Dunn	636-300-2800 x3355	trevor.dunn@mshp.dps.mo.gov
 Troop D Trainer	Daniel Yepsen	417-895-6868 x6409	daniel.yepsen@mshp.dps.mo.gov
 Troop G & E Trainer	Sam Tuck	417-469-3121 x3762	sam.tuck@mshp.dps.mo.gov
 Troop F & I Trainer	Deirdre Carter	573-751-1000 x3621	deirdre.carter@mshp.dps.mo.gov
 Unit Supervisor	Chris Parr	573-526-7189	christopher.parr@mshp.dps.mo.gov

# MULES System Technical and Operational Update

## TOU 26-2

- Addition of 30 day purge criteria for repossessed vehicles
- Removal of Image Query from DOR Direct Transactions
  - Spelling correction in 3.5.6
- Addition of clarification to Protection Order Pre-checks

### 7.6 Vehicle Retention

Stolen vehicles entered with a VIN remain on file for the year of entry plus four years.

Stolen vehicles entered without a VIN remain on file for 90 days.

Felony, Misdemeanor, Ordinance, Towed and Owner Forgot Where parked vehicles remain on file for 90 days.

Repossessed vehicles remain on file for 30 days

Vehicles held as evidence are maintained for one year.



### 6.1.4 DOR Direct

The DOR Direct screen is accessed by choosing Inquiry > Person > DOR Direct in the MULES Transaction Menu. The transactions on this screen are only sent to the Missouri Department of Revenue. DOR direct queries are divided into two basic response types: Directory, meaning a list of potential matches and Single, meaning the user is provided the single closest matching record to their query. Transactions on this screen are separated by tabs.

#### Directory

Users can enter a partial name, OLN or Social Security Number in this screen for a list of potential matches within the DOR system. When searching by name it is important to remember Missouri operators are not required to provide a full legal name when obtaining a driver's license. Therefore, alternate spellings or forms of names should be considered. (Angela vs. Angie, Robert vs. Bob, etc.)

#### Name

The Name tab provides a single response that is the closest match to the query submitted. Date of Birth is required for this inquiry.

#### OLN/SOC

The OLN/SOC query provides the closest matching single record to the OLN or SOC queried.

#### Photo

The Photo query provides the image associated in the Missouri DOR system with the OLN or SOC provided.



### 3.5.6 Hit Confirmation

#### Priority

The inquiring agency should send the request for confirmation using the appropriate priority code.

'Urgent' should only be used in cases when the arrest of a person or seizure of property is imminent, such a traffic stop. This code gives the entering agency ten minutes in which to confirm the hit.

If the entering agency fails to respond within ten minutes, a second notification is sent. If the entering agency fails to respond to the second notice within ten minutes, a third notification is sent. It is best business practice to make phone or radio contact with the entering agency upon sending a second request to verify receipt.

When a person is already in custody and their release is not imminent, or any other time an urgent response is not needed, the 'Routine' request priority should be used. ~~Routing~~ **Routine** priority allows up to one hour for the entering agency to confirm.

No second or third requests should be sent following up on a routine request. Contact by phone or administrative message is suggested as needed.



### 6.6.2 Protection Order Pre-entry Checks

To ensure all available information is included, some pre-entry checks must be made on the respondent prior to every entry. **No pre-entry checks of any kind should be run on the petitioner or protected person(s). Only the information that they volunteered via court paperwork should be entered into MULES and NCIC.**

If court documentation does not provide numeric identifiers for the respondent, the entering agency shall not utilize other resources to obtain identifiers. NCIC and MULES do not require a numeric identifier of the respondent provided one is available for the petitioner/protected party. Pre-entry checks for orders of protection mirror those for wanted and missing person entries discussed earlier in this chapter.

