Pennsylvania OnLine Messenger Association

Pennsylvania Licensing Professionals

Service • Quality • Commitment

www.PAOLMA.com

November 2019
Volume 3, Issue 4

Jo Naccarato
Email: jo@paautolicensebrokers.com
Phone: 717-691-6720
Fax: 717-691-7329

Carol Flament
Email: carolflament@hotmail.com
Phone: 724-323-3093
Fax: 724-258-4496

PAOLMA Newsletter

Published By Al Fazio
Fazio Tag Service, Inc.

Customer Retention

Todd Rehrig A&S Katz, LLC

There have been numerous studies about doing business with millennials and other generations younger than they are. Technology has created generation gaps unlike any we've seen in the past. A century ago, children assumed the career of their parents, whether that was farming, baking, sales or other professions. In today's world, many of the jobs we're currently engaged in won't even exist by the time our children are ready for the workplace. This generation gap also makes it harder to understand our customers and their needs, which can lead to a problem keeping them.

Customers are not as loyal to businesses as they once were. Studies show that the majority of consumers are willing to change to a competitor if

Inside this issue

Customer Retention.....1-2
From the Board of Directors 3-6
Getting to know your board member ..7
FYI 8-14
Did you Know 15-19
Comedy Corner 20

Special points of interest

- Customer Retention
- Advocate Update
- Website New Link

they provide better customer service or a better customer experience. The experience and the convenience are more important than the price to most consumers. What makes this even more difficult is that many businesses have raised the experience bar so high that consumers expect similar treatment from all places they frequent.

Some examples of customer experience are restaurants that shout greetings to patrons as they walk through the door. While most agree this is corny and profess to not like it, subconsciously they appreciate the attention and now expect to be acknowledged when they go to another restaurant. I recently visited the dentist and the staff made it a point to greet me by name and ask about my personal life. They made me feel important to them, raising the bar and making it harder for me to leave their practice.

When it comes to convenience, consumers are trending more towards technology and self-service. "There's an App for that" is an accurate summation. Our customers want answers at their fingertips. If it's a question that can't be answered via a Google search, either because it's personal or too complicated, consumers will interact with humans if they can do so easily. They will not wait on-hold or go through a lengthy list of phone extensions. If you want to retain your clients, get a human on the line quickly, or find another means of responding immediately. For our business, I added an online chat program called Zendesk, and pay my employees extra if they're willing to answer questions after hours.

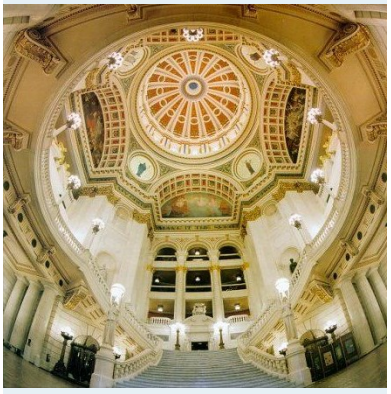
In today's economy, your customers expect a fantastic experience from your employees and your services. They won't just compare you with your direct competitors but will expect you to deliver an experience worthy of the best companies out there. The better your technology and the more human and personable you make your customers feel, the more likely they'll return to you.

From the Board of Directors

During our conversation at the recent PAOLMA Meeting in Harrisburg you were each handed a copy of the lists which are attached herein. These are a list of the **PA Senate Transportation Committee** members and a list of the **PA House Transportation Committee** members. At the time, and again now, we would like you to carefully review the lists and determine if you live, work, have stores, have employees, or have any connection to the counties identified behind the names of each of the listed Senators or Representatives.

If you do have a presence in any of those counties we would like you to **take responsibility for contacting that Senator ONLY** in the coming week to ask for support of legislation that will return registration stickers to the license plates in PA. **You should contact their district offices in your area and either**:

1. Ask to Meet with the Senator, OR
2. Ask to Speak Over the Telephone with the Senator, OR
3. Ask to speak with a Staff Member from the Senator's Harrisburg office (they may have to call you back).



Below are Discussion Points you should use in the conversation or meeting with the Senator/Staff. The current status of sticker legislation in the Senate is included to use as your guide.

SENATE DISCUSSION POINTS

CURRENT STATUS: Senator Kim Ward (R-Westmoreland County) is Chairwoman of the Senate Transportation Committee and has circulated a "Co-Sponsorship Memo" to every one of the other 49 Senators. This is her request of her colleagues to co-sponsor a bill that she will soon introduce that will do nothing more than repeal Act 89 language that eliminated the stickers in the first place. I expect her to drop her bill in the coming days. I also expect that she will hold a Transportation Committee meeting between now and Thanksgiving and hold a vote in the Committee to report the bill out of committee and send it to the Floor of the Senate for a full vote of the Senate. The more members who co-sponsor a bill the better because that demonstrates support in the Senate for possible passage and lets the Senate leaders know that there is ample support for the bill being passed. Currently the bill has 6 co-sponsors. We need more.

YOUR REQUEST OF THE SENATOR:

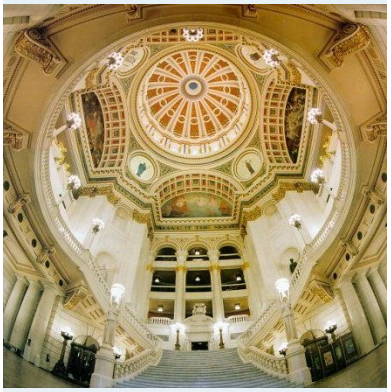
1. **Please Co-Sponsor the Senator Kim Ward legislation** which will return registration stickers to the license plates in PA (all PAOLMA Members should contact their local Senator and make this request. Requests for Members to Co-Sponsor should not be limited to Senate Transportation Committee Members);
2. **Please vote "YES"** on the legislation when a vote is held **on the bill in the Transportation Committee**;
3. **Please vote "YES"** on the legislation when a vote is held **on the bill on the Floor of the Senate**.

From the Board of Directors – continued

WHY?:

- As a matter of public safety there is no way to know if a vehicle on the road is properly registered unless an identifying sticker is attached;
- Stickers help law enforcement identify expired registrations;
- The Fraternal Order of Police (PA State Lodge), The PA State Troopers Association, The PA Chiefs of Police Association, The PA District Attorneys Association, The Pennsylvania Auto Theft Prevention Authority and The PA On-Line Messengers Association all support returning the stickers to license plates;
- Only two states have removed stickers altogether (NJ and Connecticut) and NJ saw a 5% increase in uninsured motorists after removing stickers. Drivers who don't register their vehicles generally do not insure their vehicles either;
- Automated plate readers (APRs) were to give law enforcement a tool to check registrations from outside a car once stickers were removed. The PA State Police currently have 6 APRs statewide in their fleet. Municipal police forces generally cannot afford the $18,000 per car needed to purchase APRs. Local governments just cannot afford APRs.
- Stickers were removed on 1/1/17. In 2017 PA had 234,334 fewer vehicle registrations (all categories) than 2016 AND lost the average annual increase of 115,560 new registrations, thus losing $22.2 Million in registration revenue in one year. In 2018 PA lost an additional $10.8 Million in registration revenues as drivers understood that without a sticker they would never be pulled over for an expired registration;

The TFAC Report of 2012 conducted by Penn State estimated the elimination of stickers would yield a $1.5 M annual savings to PA. In 2017-18 PA lost $33.0 Million in registration revenue to save $1.5 Million in each of those years.



REMEMBER—Whether your Senator who represents you is or is not on the Senate Transportation Committee you should contact her/him this week to request they Co-Sponsor the Kim Ward bill immediately.

Please focus only on your Senator between now and Thanksgiving. Activities in the House of Representatives are fluid at the moment. We will present a plan to you once the House members determine how they will proceed with their sticker bill.

PENNSYLVANIA HOUSE OF REPRESENTATIVES – TRANSPORTATION COMMITTEE

Majority

Tim Hennessey - Chair (R - Chester County, Montgomery County)

Greg Rothman - Subcommittee Chair on Aviation (R - Cumberland County)

Lynda Schlegel Culver - Subcommittee Chair on Highways (R - Northumberland County, Snyder County)

Martina A. White - Subcommittee Chair on Public Transportation (R - Philadelphia County)

Louis C. Schmitt - Subcommittee Chair on Railroads (R - Blair County)

Mindy Fee - Subcommittee Chair on Transportation Safety (R - Lancaster County)

John A. Lawrence - Secretary (R - Chester County, Lancaster County)

Rosemary M. Brown (R - Monroe County, Pike County)

Marcia M. Hahn (R - Northampton County)

Doyle Heffley (R - Carbon County)

Aaron D. Kaufer (R - Luzerne County)

Lori A. Mizgorski (R - Allegheny County)

Meghan Schroeder (R - Bucks County)

Todd Stephens (R - Montgomery County)

Ryan Warner (R - Fayette County, Westmoreland County)

Minority

Mike Carroll – Chair (D - Luzerne County, Lackawanna County)

Michael H. Schlossberg - Subcommittee Chair on Aviation (D - Lehigh County)

Maria P. Donatucci - Subcommittee Chair on Highways (D - Philadelphia County, Delaware County)

Stephen Kinsey - Subcommittee Chair on Public Transportation (D - Philadelphia County)

Ed Neilson - Subcommittee Chair on Railroads (D - Philadelphia County)

Ed Gainey - Subcommittee Chair on Transportation Safety (D - Allegheny County)

Perry S. Warren - Secretary (D - Bucks County)

Sara Innamorato (D - Allegheny County)

Kyle J. Mullins (D - Lackawanna County)

Jennifer O'Mara (D - Delaware County)

PENNSYLVANIA SENATE – TRANSPORTATION COMMITTEE

Majority

Kim L. Ward – Chair (R – Westmoreland County)

Mario M. Scavello - Vice Chair (R - Monroe, Northampton Counties)

Joseph B. Scarnati, III - Ex-Officio (R - Cameron, Clearfield, Clinton, Elk, Jefferson, Mckean, Potter, and Tioga Counties)

Camera Bartolotta (R - Beaver, Greene, and Washington Counties)

John R. Gordner (R – Columbia, Luzerne, Montour, Northumberland, and Snyder Counties)

Doug Mastriano (R - Adams, Cumberland, Franklin, and York Counties)

Patrick J. Stefano (R - Fayette, Somerset, and Westmoreland Counties)

Robert M. Tomlinson (R – Bucks County)

Elder A. Vogel, Jr. (R - Beaver, Butler, and Lawrence Counties)

Minority

John P. Sabatina, Jr. - Minority Chair (D – Philadelphia County)

John P. Blake (D - Lackawanna, Luzerne, and Monroe Counties)

James R. Brewster (D – Allegheny, Westmoreland Counties)

Timothy P. Kearney (D – Chester, Delaware Counties)

John T. Yudichak (D – Carbon, Luzerne Counties)

Get To Know Your Board Members

This Month Featuring Dave Gibbons

Gibbons Fast Tag

As told to Jo Naccarato

1. How and when did you get started in this business?

My father started the business in 1978. I started working there in 1980 right out of high school. I took over the business when he retired in 1989.

2. What was your best business decision?

Going on line in 1996 and taking the risk of investing in TitleNGo.

3. What was your worst business decision?

Probably not getting involved with insurance.

4. From your years of experience in the business, what would be your advice for other messengers?

Just take care of your customers and as an owner being very hands on and working the counter.

5. What are your favorite leisure time activities?

Golf and spending time at the mountain house.

.

6. What are your goals for this Association?

Open up better communications with PennDOT.

For Your Information

Submitted By - Jo Naccarato

PA Auto License Brokers

We now have a tab selection on the website entitled Important Forms and Information. I will be putting information on there to help our members. It would require more time than I have available to check as often as necessary to keep this area updated so I am relying on your help. If you see that one of the items has a later edition, please email me at jo@paautolicensebrokers.com and I will see that it is updated. If you have anything that you are willing to share, please email it to me for posting.
Remember, our financial year runs November 1st through October 31st. Your renewal dues for the 19/20 year are due by October 31st. You will have a grace period until January 1st, 2020. If your 19/20 dues are not paid by that date you will be placed on the inactive list and will no longer be able to log into the web-site and will no longer receive any communications. Don't let this happen to you. It would also cause many more hours of work for Carol and me. Please help us and pay your renewal dues before December 31st, 2019.

I was thrilled by the number of members that attended the Fall meeting in October. I believe it sends a very strong message of unity. We gained five new members this year. Four of those attended the meeting. Welcome to all!

Allied Notary Service
Dee's Notary & Tag Service
Jones Notary
Kathy's License Service
Steve's Title & Tag

If you noticed on the presentation given by Elizabeth Threnhauser at the Fall meeting that it has under non-title inquiries 96 ITT Inquiry, I already checked. It does have to do with Intransit Tags but no we are not getting that inquiry capability. It was only on there because it was a supervisor's screen.
There was a discussion with PennDOT at the Association meeting regarding slight differences in names when doing title work. Wiggins Auto Tags Inc is sharing a form that they use (Name Affidavit) and I am sharing one that my employees use (AKA form). I do not submit the AKA form to PennDOT, I simply keep it with our copies of the paperwork. I believe Wiggins does submit theirs to PennDOT with the paperwork. Wiggins Auto Tags Inc and Pa Auto License Brokers make no claims for these forms. Please read the disclaimer in this newsletter.

I am including the two latest contact sheets from PennDOT. The one has emails!

Best wishes to all for a joyous holiday season from your board of directors.

For Your Information

Submitted By - Jo Naccarato

PA Auto License

Information Matrix (Telephone Only) - VEHICLE July 2010

Person Requesting Information	Name	Address	Title # Tag # VIN #	Process & Sent Dates, 73 & 79 Dates, and Rejection Reasons	Dup Title Count	Plate Expiry	Year & Vehicle Make	Body Type / Weights	Lessee	Lien Y/N	Lien - holder	Odometer	Brand of Vehicle	Insur Co.	Stolen Vehicle /Plate Stops	F, I & L Stops	A & R Stops	Other Stops Y/N
Owner/Lessee	V	V	V	G	G	G	G	G	V	G	V	DL-135	G	DL-135	G	G	G	V
Parent/ Guardian for Minor (under 18)	V	V	V	G	V	V	V	V	V	G	V	DL-135	G	DL-135	G	G	G	V
Relative, Inc. Spouse	N	N	N	G	N	G	N	N	N	G	N	DL-135	G	DL-135	G	S	G	V
Issuing Agents (82/83 DIN), Messengers & Dealers	V	V	V	G	V	V	V	V	V	G	V	DL-135	G	DL-135	G	S	G	V
Lienholder, Credit Bureau, Bank (includes prospective lienholders)	DL-135	DL-135	DL-135	*G*	DL-135	DL-135	DL-135	DL-135	DL-135	DL-135	DL-135	DL-135	G	DL-135	G	S	V	V
Insurance Agency	V	V	V	G	V	V	V	V	V	G	V	DL-135	G	DL-135	G	S	V	V
Lawyer representing owner	DL-135	DL-135	DL-135	DL-135	DL-135	DL-135	DL-135	DL-135	N	DL-135	DL-135	DL-135	G	DL-135	G	S	G	DL-135
General Public, Notary & other than above	N	N	N	N	N	N	N	N	N	N	N	DL-135	G	DL-135	G	S	N	N

Give	Information can be Given
Verify	Information may be Verified, **NOT GIVEN**.
Never	Information **Cannot** Be Given or Verified.
DL-135	Requires form DI-135 and fee
Send	Information Can Be Sent to owner or contents of R.R.Letter/Suspension Letter may be discussed only if caller has a Letter in their possession
G	Only dates related to duplicate titles requested by lienholder, unclaimed titles, and DL-135 forms processed for the lienholder may be given - All other information requires a DL-135

For Your Information

Submitted By - Jo Naccarato

PA Auto License Brokers

HELP WANTED

WE NEED YOUR INPUT TO KEEP THE MEETING AND THE NEWSLETTER INFORMATIVE. PLEASE HELP BY CONTRIBUTING YOUR IDEAS.

IF YOU HAVE BEEN AT A MEETING AND HEARD A GOOD SPEAKER OR SEEN A SPEAKER MENTIONED IN PRINT THAT YOU THINK MAY BE A GOOD SPEAKER FOR OUR FALL ASSOCIATION MEETING PLEASE GIVE US THE INFORMATION ON THEM HERE OR EMAIL CAROL OR JO AT CAROLFLAMENT@HOTMAIL.COM OR JO@PAAUTOLICENSEBROKERS.COM

IF YOU HAVE ANY IDEAS ON TOPICS FOR THE MEETING OR NEWSLETTER PLEASE LET US KNOW.

IF YOU ASKED QUESTIONS OF PENNDOT, DEPT OF STATE, DEPT OF REVENUE OR ANY OF THE DEPARTMENTS WE DEAL WITH AND RECEIVED AN ANSWER IN WRITING, THAT IS OF IMMENSE VALUE. PLEASE FORWARD THEM TO JO AND I WILL PUT THEM IN THE NEWSLETTER WITH CREDIT TO YOUR MESSENGER SERVICE.

IF YOU HAVE AN OLD CHART, MATRIX , ETC THAT YOU FEEL IS STILL CURRENT AND OF VALUE TO OUR MEMBERS THAT PERHAPS THEY MAY NOT HAVE, PLEASE FORWARD THEM TO JO FOR PUBLICATION.

IF YOU FEEL YOU CAN CONTRIBUTE AN ARTICLE, EVEN OCCASIONALLY PLEASE LET JO KNOW.

For Your Information

Submitted By - Jo Naccarato

PA Auto License Brokers

10/17/19 Updated

SUBJECT	Contact Person	Phone Number	Email
Abandoned Vehicles	Teren Pettigrew	717-787-5216	tpettigrew@pa.gov
Agent & Messenger Contracts	Rebecca Oliver	717-705-1101	reoliver@pa.gov
Call Center Issues	Scott Gillis, Manager Valerie Espeland	717-705-0982	sgillis@pa.gov VESPELAND@pa.gov
Cash Drawes: Contact Barb for VR Contact Gladys for DL	Barbara Sanchez Gladys Pereira	717-783-5652 717-787-0814	bsanchez@pa.gov pgereira@pa.gov
.Centric Inventory	Bonnie Webber John Maley	717-772-6984 717-562-5227	bowebber@pa.gov jomaley@pa.gov
Commerical Reg. Serivces: Apportion Registration Fleet	Apportioned Fleet	717-346-0608 717-787-4309	
Electronic Funds Transfer	Deb Zimmerman	717-787-08016	debzimmerm@pa.gov
Fee Accounting	Ronette Harris-Spriggs	717-705-0809	rharrisspr@pa.gov
Fraud Issues	Risk Management Unit Georgia Beard, Secretary	717-705-9913	geobeard@pa.gov
Messenger Unit	Tonya Mansure	717-787-4020	tmansure@pa.gov
Messenger Renewals, Dealer Unit	Sharde Scott	717-705-1095	sharscott@pa.gov
Messenger - Help Desk (For Proc. Transaction & F-Stop Processing Support)	Messenger Unit	717-346-0604	
OLM Add/Change/Delete User ID's	Elizabeth Threnhauser	717-787-0489	ethrenhaus@pa.gov
Note: OLM Security Emergencies Only **(E.G. Theft, Fire)** Please contact in order and if not available proceed to the next person	1. Elizabeth Threnhauser 2. Eric Alsvan 3. Scott Shenk	717-787-0489 717-346-0986 717-783-4599	ethrenhaus@pa.gov ealsvan@pa.gov RSHENK@pa.gov
OLM Processing Support	Paula Holmes	717-562-5224	pauholmes@pa.gov
OLM Training / Certificate Testing	Jessica Hoover	717-346-8132	jeshoover@pa.gov
OLM Website Locator Information Only	Elizabeth Threnhauser	717-787-0489	ethrenhaus@pa.gov
On-Line Registration Program Manager	Jarod Sousley (acting)	717-705-1035	jsousley@pa.gov
Password Reset (Green Screens)	Help Desk	717-783-8330	
Site Inspections, Audit Unit, Dealers	Atisha Duffin, Acting	717-787-4290	aduffin@pa.gov
Stolen Vehicles	Risk Management Unit Georgia Beard, Secretary	717-705-9913	geobeard@pa.gov
Submission of Paperwork	Mike Turner	717-787-7599	michturner@pa.gov

For Your Information

Submitted By - Jo Naccarato

PA Auto License Brokers

PennDOT Contact List for Online Messengers

Subject	Phone Number
Users IDs (**OLM & .centric only**): OLM Contract, OLM Site Inspection; Wholesale Customer Review OLM Advertising Approval	**OLM Contract Manager** (717) 787-0489
Online Messenger Processing Support Questions	(717) 562-5224
OLM Training / Certification Testing Scheduling	(717) 346-8132
Cash Drawer Questions/Issues (Fee Accounting): VR - Contact DL - Contact	(717) 705-0809 (717) 783-5652 (717) 772-5239
.Centric Inventory	(717) 562-5226
Electronic Funds Transfer (EFT)	(717) 787-0816
Messenger Unit Driver Licensing Questions	(717) 772-2639
Messenger Unit Motor Vehicle Questions	(717) 783-3644
Messenger Input / Output Related Questions	(717) 787-5154
Users IDs Issues & Password Reset (OLM only)	**PennDOT Help Desk** (717) 783-8330
System Application Errors	**Call Network Manager First** Next call (717) 772-2546, (ext. 6 for DL), (ext. 7 for VR)
Agent and Messenger Contracts	(717) 783-6221 (717) 787-6048; 346-4594
Fraud Issues	(717) 705-9913
Fax # (OLM Training and Contracts – not user ids)	(717) 346-4022
Stolen Vehicles	(717) 783-3508
COMMERCIAL REG. Services- (general) Apportioned Fleet	(717) 346-0608 (717) 783-6089 (717) 783-9692
Security Emergencies (e.g. theft, fire) Please contact in order and if not available proceed to the next person	1st Elizabeth Threnhauser (717) 787-0489 2nd Eric Alsvan (717) 346-0986 3rd Scott Shenk (717) 787-2171

9-18-19

For Your Information

Submitted By - Wiggins Auto Tags Inc

NAME AFFIDAVIT

Before me, the undersigned authority, this day personally appeared _____

("Affiant") who being by me first duly sworn, affirmed as follows:

Affiant is one and the same person as: _____

_____
(SIGNATURE)

_____
(PRINT NAME OF AFFIANT)

STATE OF _____

COUNTY OF _____

(Printed name of Notary)

Sworn to and subscribed before me this _____day of _____, 20__, by _____,

who was personally known to me or who presented _____ as

identification.

_____
(Signature of Notary)

Commission No.
Commission Expiration:

_____

For Your Information

Submitted By - Jo Naccarato

PA Auto License Brokers

_____ DATE

To whom it may concern,

I _____ a.k.a. _____ do hereby swear that we are one and the same person(s) and that I am the legal owner of _____ VIN # _____.

_____
Print name

_____
Signature

_____
Signature

Commonwealth of Pennsylvania
County of Cumberland

On this, the ____ day of _____, 20___, before me _____, the undersigned officer, personally appeared _____, known to me (or satisfactorily proven) to the person(s) whose name(s) _____ subscribed to the within instrument, and acknowledged that __he__ executed the same for the purposes therein contained.

In witness whereof, I hereunto set my hand and official seals.

_____
Notary Public

Did You Know?

Submitted by Judiann Marshall AAA East Central

Acceptable Documentation for Verifying Vehicle Purchase Price (MV-3)

The **Department of Revenue <u>will not</u>** accept the following for verification of the vehicle purchase price:

- **MV-1** (Application for Certificate of Title)
- **MV-3** (Motor Vehicle Verification of Fair Market Value by The Issuing Agent)
- **MV-4ST** (Vehicle Sales and Use Tax Return/Application for Registration)
- **MV-13ST** (Affidavit of Gift)

The **Department of Revenue will accept** either one of the 2 below documents for verification:

1. **Bill of sale**- must include:
   - Seller's name, address and phone number
   - Purchaser's name, address and phone number
   - Date of sale
   - Vehicle purchase price
   - Make, model and vehicle identification number (VIN)
   - Verification of sales tax paid (**if applicable**)
2. **Statement from Seller**- must include:
   - Seller's name, address, phone number, signature and explanation of the purchase price
   - Purchaser's name, address and phone number
   - Vehicle purchase price
   - Date of sale
   - Make, model and vehicle identification number (VIN)

***Gifted vehicles from out-of-state-**

- must provide proof that the donor (seller) paid sales tax when they purchased the vehicle
- must be from a reciprocal state with PA (see list below)

Helpful Idea- Give customer a bill of sale between buyer and seller at the time of transfer. This will have all the above information that the Department of Revenue will be looking for when buyer is notified of additional money due. This practice will also generate extra notary revenue**$$**

See attached example:

Did You Know?

Submitted by Judiann Marshall AAA East Central

BUYER/SELLER STATEMENT OF SALE

SELLER(S) NAME (PRINTED) _____

_____

BUYER(S) NAME (PRINTED) _____

_____

SELLER(S) ADDRESS AND PHONE NUMBER

_____

_____

(____)_____

BUYER(S) ADDRESS AND PHONE NUMBER

_____

_____

(____)_____

VEHICLE INFORMATION

Vehicle Identification Number (VIN) _____

Year_____ Make_____ Model_____

Mileage _____ Condition (circle one) Excellent Good Fair Poor

PURCHASE PRICE _____ **SALES TAX PAID** _____ **DATE OF SALE** _____

SALES TAX PAID TO _____

(Name of Agency Collecting Tax) Signature of Agency Representative

BASIS FOR PURCHASE PRICE – Provide *detailed* description of vehicle and other factors used to determine purchase price:_____

_____

_____

_____

SELLER(S) SIGNATURE

_____

_____

BUYER(S) SIGNATURE

_____

_____

Commonwealth of Pennsylvania County of _____

Before me, the undersigned notary public, personally appeared _____

and _____ **to me known or proven, who being duly sworn according to law, doth depose and say that the information contained in this form is complete and accurate.**

_____ **(SEAL)**

NOTARY PUBLIC

The Pennsylvania Department of Revenue reserves the right to contact either party if necessary for additional information relating to this purchase. This is not an official DOR form.

POMA Form BOS 2/17

Did You Know?

Submitted by Judiann Marshall AAA East Central

PA Non- Reciprocal States Sales Tax List

Alaska
Delaware
Washington D.C.
Iowa
Maryland
Montana
New Hampshire
New Mexico
New York
North Carolina
North Dakota
Oklahoma
Oregon
South Dakota
West Virginia

Submitted by Judiann Marshall

Did You Know?

Submitted by Judiann Marshall AAA East Central

Question of the Month

Q. How do I find out how many points are on my driver license?

A. You have two options to get this information:

- **Call PennDOT call center @ 1-800-832-4600, you will need to provide your name and driver license number. The representative will then send an electronic request to the appropriate department. Once processed the letter will be mailed out with point information on record**

- **Mail request to:**
  PennDOT
  P.O. Box 68618
  Harrisburg, PA 17106-8618

  Include a brief letter with name, driver license number and request of point total on record.

  *** Turnaround time is unknown**

Submitted by Judiann Marshall

Did You Know?

Submitted by Judiann Marshall AAA East Central

Certified Trainer Annual Requirement

All PennDOT Certified Trainers (per Penni Bernard) are required to take a "train the trainer" session yearly. This will assist with keeping the trainer's classes up to date with training changes, issues and procedures. PennDOT considers a "train the trainer session" to consist of a Basic or Advanced training course provided and trained by a PennDOT trainer.

Agent Service Agents will continue to take a refresher training every 2 years which can be administered by any certified trainer, it does not have to be administered by PennDOT.

Certified Trainers may use their yearly training certificate received from a PennDOT trainer to maintain compliance with training requirements set forth in their contract.

Submitted by Judiann Marshall

Comedy Corner
Submitted by Jo A Naccarato

MEMO

TO: ALL EMPLOYEES

FROM: JO

THIS MEMO HAS BEEN OUT BEFORE.

YOU MUST GET THIS RIGHT!

IT GOES OVER THE TOP

THANK YOU FOR YOUR ANTICIPATED COOP-ERATION IN THIS IMPORTANT MATTER.

Disclaimer: The information contained in this newsletter is for general information purposes only. The information is provided by the Pennsylvania Online Messenger Association, it's volunteers and invited government entities and while we endeavor to keep the information up to date and correct, we make no representations or warranties of any kind, express or implicit, about the completeness, accuracy, legality, reliability or suitability with respect to the information, forms or services contained in this newsletter. Any reliance you place on such information is therefore strictly at your own risk. It is therefore the responsibility of each receiver of this newsletter to verify the information provided and/or seek professional guidance/advice before taking any actions on information in this newsletter.

In no event will Pennsylvania Online Messenger Association or it's volunteers or presenters/contributors be held responsible if inaccurate information is unintentionally given in this newsletter. In no event will Pennsylvania Online Messenger Association be held liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of profits or any incidents arising our of or in connection with, any use of the information in this newsletter.