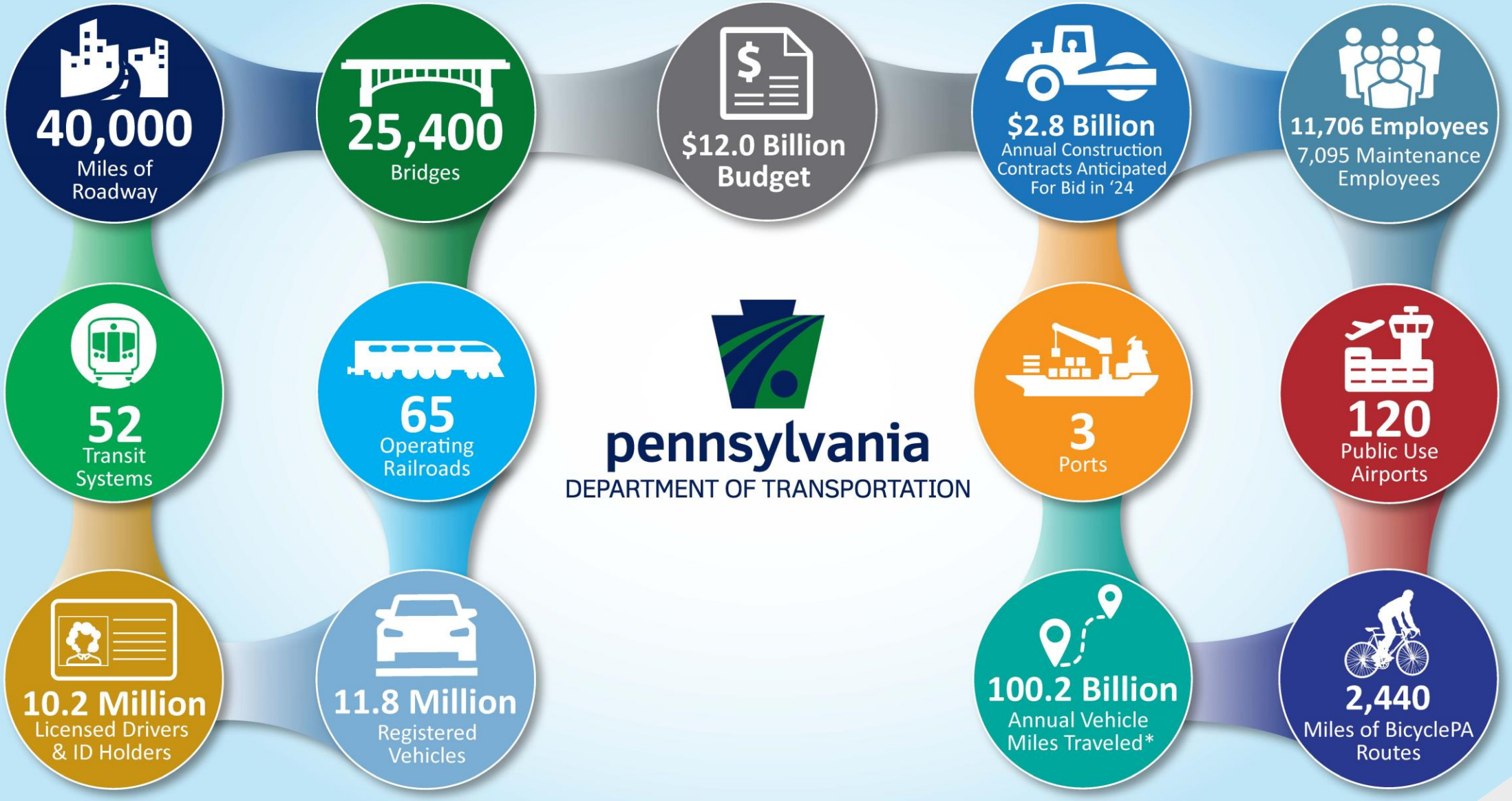
ONLINE MESSENGER ASSOCIATION MEETING

OCTOBER 8, 2024

Pennsylvania
Department of Transportation

PENNDOT BY THE NUMBERS



*Total miles on all PA roadways

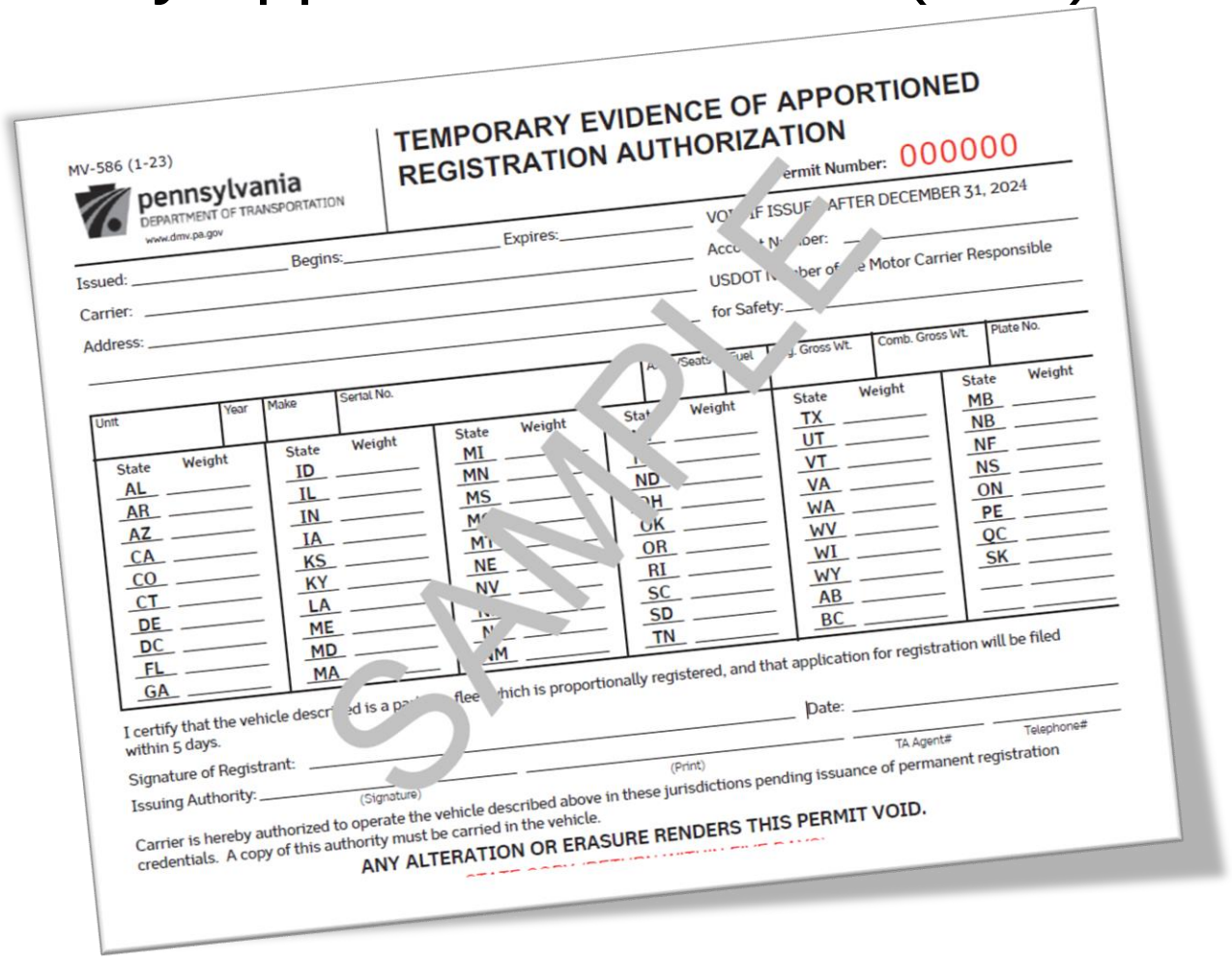
LB (8 -24)

APPORTIONED
60-DAY TEMPORARY
PERMIT APPLICATION

pennsylvania
DEPARTMENT OF TRANSPORTATION

APPORTIONED TA PERMIT APPLICATION

You must be a Certified Temporary Authority (TA) Agent to issue 60-day temporary Apportioned Permits (TA's) to apportioned registrants.



MV-586 (1-23)

pennsylvania
DEPARTMENT OF TRANSPORTATION
www.dmv.pa.gov

TEMPORARY EVIDENCE OF APPORTIONED REGISTRATION AUTHORIZATION

Permit Number: 000000

Issued: _____ Begins: _____ Expires: _____

VOID IF ISSUED AFTER DECEMBER 31, 2024

Carrier: _____

Account Number: _____

Address: _____

USDOT Number of the Motor Carrier Responsible for Safety: _____

Unit	Year	Make	Serial No.	Axles/Seats	Fuel	Reg. Gross Wt.	Comb. Gross Wt.	Plate No.

State	Weight
AL	
AR	
AZ	
CA	
CO	
CT	
DE	
DC	
FL	
GA	

State	Weight
ID	
IL	
IN	
IA	
KS	
KY	
LA	
ME	
MD	
MA	

State	Weight
MI	
MN	
MS	
MO	
MT	
NE	
NV	
NH	
NJ	
NM	

State	Weight
ND	
OH	
OK	
OR	
RI	
SC	
SD	
TN	

State	Weight
TX	
UT	
VT	
VA	
WA	
WV	
WI	
WY	
AB	
BC	

State	Weight
MB	
NB	
NF	
NS	
ON	
PE	
QC	
SK	

I certify that the vehicle described is a part of a fleet which is proportionally registered, and that application for registration will be filed within 5 days.

Signature of Registrant: _____ Date: _____

Issuing Authority: _____ (Signature) _____ (Print) _____ TA Agent# _____ Telephone# _____

Carrier is hereby authorized to operate the vehicle described above in these jurisdictions pending issuance of permanent registration credentials. A copy of this authority must be carried in the vehicle.

ANY ALTERATION OR ERASURE RENDERS THIS PERMIT VOID.

SAMPLE

APPORTIONED TA PERMIT APPLICATION

- TA permits can be ordered using form **MV-587**
- TA permits are issued in books that contain 25 permits
- The fee is currently $50.00 per book
- There is a 2-book limit per order (50 permits)
- Additional books may be approved subject to department review

MV-587 (4-18)

pennsylvania
DEPARTMENT OF TRANSPORTATION
www.dmv.pa.gov

REQUEST FOR TEMPORARY EVIDENCE OF APPORTIONED REGISTRATION AUTHORIZATION BOOKS

For Department Use Only
Bureau of Motor Vehicles • Commercial Registration Section
P.O. Box 68286 • Harrisburg, PA 17106-8286

A **APPLICANT INFORMATION -** To be completed by applicant.

Applicant's Full Business Name | Business ID# (i.e. EIN) | Account Number

Mailing Address

City | State | Zip Code

Make check or money order in the amount of $50 per book payable to the Commonwealth of Pennsylvania and mail it along with this application to the above address.

Applicant - Check (✓) One:

_____ Number of Temporary Evidence of Apportioned Registration Authorization (TEAR) Books (25 forms per book) (Limit of 2 books) **- FEE: $50 per book**

I hereby certify that the temporary apportioned registration forms applied for will be used in accordance with the statutes and the rules and regulations of Pennsylvania. Improper use or unaccountability of a TEAR Form will result in the applicant paying the full PA registration fee based on the weight of the vehicle, along with the additional jurisdictional registration fees.

Signature of Authorized Agent | Email Address/Telephone Number

Title | Date

FOR DEPARTMENTAL USE ONLY
(Applicant, Please DO NOT write here)

(1) LIST TEAR NUMBERS ISSUED: Beginning | Ending | Date Issued/Mailed

(2) LIST TEAR NUMBERS ISSUED: Beginning | Ending | Date Issued/Mailed

(3) REQUEST VERIFIED BY SERVICE REP: Date

☐ Check ☐ Money Order

APPORTIONED TA PERMIT APPLICATION

To Obtain Additional TA Permit Orders:

Agents must submit required **TA Log Sheet** to show the status of the 25 permits previously issued along with the new order for permits on form **MV-587**.

TA LOG SHEET

TA AGENT# _____

	PERMIT#	EQUIP#	ACCOUNT #	CUSTOMER NAME	VIN	DATE ISSUED	VOID (X)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							

APPORTIONED TA PERMIT APPLICATION

Before additional TA books are issued the Department will confirm that:

- ✓All permits in the book are accounted for.
- ✓The department has received the original (white) "State" copy of the permits.
- ✓The title/registration applications for the vehicles the permits were issued for have been received.
- ✓Payments have been received for the transactions.

NEW LEGISLATION 2024

pennsylvania
DEPARTMENT OF TRANSPORTATION

RECENTLY SIGNED LEGISLATION

The following new registration plates were introduced with newly signed legislation.

- Sportsman's Plate
- Operation Inherent
- Woman Veteran
- Expeditionary Forces Medal Registration Plate
- Global War on Terrorism Registration Plate
- Women Veteran Plate for passenger cars or trucks with a registered gross weight of not more than 14,000 pounds and motorcycles
- Created the Borinqueneers Congressional Gold Medal Plate
- MC plate for Honoring our Women Veterans registration plates.

Also, Act 60 of 2024 made changes to the titling and registration fees for certain individuals.

OPERATION INHERENT RESOLVE

The Operation Inherent Resolve Registration Plate was created through this legislation. This registration plate was created to recognize a veteran of the military intervention against the Islamic State of Iraq and the Levant, which encompasses campaigns in Iraq, Syria and Libya. This registration plate will be available for passenger cars or trucks with a registered gross weight of not more than 14,000 pounds. Operation Inherent Resolve Veterans Plate requires an issuance fee of $26. Customers must submit their DD-214 indicating they served during the military intervention.

PENNSYLVANIA SPORTSMAN PLATE

Act 51 add section 1355.2, the new Pennsylvania Sportsman registration plate, to Title 75. $14 from every Pennsylvania Sportsman plate sold will be credited to the Youth Hunting and Fishing Restricted Account. The money in the Youth Hunting and Fishing Restricted Account shall be allocated as follows: Fifty percent of the money in the account shall be allocated to the Pennsylvania Game Commission for the purpose of conducting activities that promote youth hunter education. Fifty percent of the money in the account shall be allocated to the Pennsylvania Fish and Boat Commission for the purpose of conducting activities that promote youth fishing education. This registration plate will be available for passenger cars or trucks with a registered gross weight of not more than 14,000 pounds. Pennsylvania Sportsman registration plates require a fee of $40. The act does not specify a specific date when the plate will be made available for purchase. We are working as quickly as possible to finalize the design and the current expectation is to have the plate available in the Fall of 2024.

ACT 60 OF 2024 – HOUSE BILL 2301

- Act 60 either amended or created additional plates and plate types. All of these registration plates are available for passenger cars or trucks with a registered gross weight of not more than 14,000 pounds. Please note that the Honoring our Women Veteran plate created a motorcycle plate with the current legislation, but the passenger car and truck plate is an existing plate.
  - Created the Expeditionary Forces Medal Registration Plate
  - Created the Global War on Terrorism Registration Plate
  - Created the Women Veteran Plate for passenger cars or trucks with a registered gross weight of not more than 14,000 pounds and motorcycles
  - Created the Borinqueneers Congressional Gold Medal Plate
  - Added a MC plate for Honoring our Women Veterans registration plates.

ACT 60 OF 2024 – HOUSE BILL 2301

- **Global War on Terrorism Expeditionary Medal Registration Plate**
  - Section 1356.1 of the Vehicle Code was added to include the issuance of a Global War on Terrorism Expeditionary Registration Plate. Applicants for this registration plate must submit Form MV-150, “Application for U.S. Military Service Registration Plate,” and a legible photocopy of Form DD214, “Separation Papers or Discharge Papers” indicating they were awarded the Global War on Terrorism Expeditionary Medal. This special registration plate will be available for passenger cars or trucks with a registered gross weight of not more than 14,000 pounds. Global War on Terrorism Expeditionary Medal Registration Plates require a fee of $26.

ACT 60 OF 2024 – HOUSE BILL 2301

- **Women Veteran Motorcycle Registration Plate**
  - Section 1361(A.1) of the vehicle Code was added to include the issuance of a Women Veteran Motorcycle Registration Plate. Applications for this registration plate must submit Form MV-150V, “Application for U.S. Military Veteran Registration Plate,” and a legible photocopy of Form DD214, "Separation Papers or Discharge Papers,” or a legible photocopy of the front and back of their DD2(RET), "United States Uniformed Services Identification Card (Retired)." This special registration plate may only be used on a motorcycle. Women Veteran Motorcycle Registration Plates require a fee of $26.

ACT 60 OF 2024 – HOUSE BILL 2301

- **Honoring Our Women Veteran Motorcycle Registration Plate**
  - Section 1361(C) of the vehicle Code was added to include the issuance of an Honoring Our Women Veteran Registration Plate. Applications for this registration plate must submit Form MV-914, “Application for Honoring Our Veterans Special Fund Registration Plate. This special registration plate will be available for motorcycles only. Honoring Our Women Veteran Registration Plates require a fee of $41. $15 from every Honoring Our Women Veteran Motorcycle plate sold will be credited to the Veteran’s Trust Fund for programs and resources that assist women veterans.

ACT 60 OF 2024 – HOUSE BILL 2301

- **Women Veteran Registration Plate**
  - Section 1364(A.1) of the vehicle Code was added to include the issuance of a Women Veteran Registration Plate. Applications for this registration plate must submit Form MV-150V, “Application for U.S. Military Veteran Registration Plate,” and a legible photocopy of Form DD214, "Separation Papers or Discharge Papers,” or a legible photocopy of the front and back of their DD2(RET), "United States Uniformed Services Identification Card (Retired)." This special registration plate will be available for passenger cars or trucks with a registered gross weight of not more than 14,000 pounds. Women Veterans Registration Plate requires a fee of $26.

ACT 60 OF 2024 – HOUSE BILL 2301

- **Borinqueneers Congressional Gold Medal Registration Plate**
  - Section 1368.4 of the vehicle Code was added to include the issuance of Borinqueneers Congressional Gold Medal Registration Plate. Applications for this registration plate must submit Form MV-150P, “Application for U.S. Military Service Registration Plate,” and a legible photocopy of Form DD214, “Separation Papers or Discharge Papers” indicating they served in the 65th Infantry Regiment - the Borinqueneers, or other evidence of being awarded the Congressional Gold Medal. This special registration plate will be available for passenger cars or trucks with a registered gross weight of not more than 14,000 pounds. Women Veterans Registration Plate requires a fee of $26.

Image Not Available

ACT 60 OF 2024 – HOUSE BILL 2301

- Act 60 also amended Section 1901 (b) and 1901(c). The following individuals were moved from section 1901(c) to 1901(b) moving them from an $11 processing fee in lieu of registration to no fees charged for title or registration:
  - Vehicles registered to a veteran who lost a limb or eye or who became partially paralyzed while serving in the Armed Forces of the United States.
  - Vehicles registered to a person who, as a member of the Armed Forces of the United States, was captured by the enemy in any armed conflict for which the department of defense authorizes a campaign medal.
  - Vehicles registered to a person who has been awarded the Congressional Medal of Honor or the Purple Heart.
- 1901(c) was also amended to raise the total allowable income from $19,200 to $29,906 for retired customers. The new rate requires PennDOT to adjust it yearly based on CPI.

QUESTIONS

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DEPARTMENT OF TRANSPORTATION

ONLINE MESSENGER ADVERTISING REQUIREMENTS 2024

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DEPARTMENT OF TRANSPORTATION

OLM ADVERTISING REQUIREMENTS

All advertising of driver license and/or motor vehicle services for newspaper, telephone books, flyers, brochures, on-site, radio or television scripts, internet and web site, etc. by PennDOT contracted Online Messengers must meet the following requirements.

- The sentence "State and Service Fees Apply" must be included in any and all advertisements of PennDOT products and services.

- Online Messengers should indicate they are PennDOT approved. Phrases such as "PennDOT Authorized Online Messenger," "Online with PennDOT," or "PennDOT approved" are acceptable.

- Online Messengers must use the same case for PennDOT as the Department when including PennDOT's name in advertisements. PennDOT is officially an upper case" P," lower case "enn," and upper case "DOT", all one word.

- Posting of Costs:

    - Signage must be posted within your office showing total fees per transaction. This total must show PennDOT fees and OLM service fees for each driver's license and each motor vehicle transaction you offer. The sign must be conspicuously posted to be easily read and understood by all customers.
    - Clearly separate any PennDOT online services from other PennDOT services that you offer.
    - All OLMs with a website must post current fee information for PennDOT OLM products and services offered. Fees must show total fee, PennDOT fee and OLM service fee for each driver license and motor vehicle service offered by the OLM. Fees must be clearly listed to be easily read and understood by all customers, and must be easily accessible from the main page.

OLM ADVERTISING REQUIREMENTS

Online Messengers may:

- List fees for other state services they supply with the PennDOT transactions (boats, birth certificates, etc.)
- Advertise “next-day” or “one-day” service for non-OLM sister stores whose transactions are processed at an Online Messenger.

Online Messengers may not:

- Use the official PennDOT logo in any advertisement.
- Advertise their businesses as a “State Agency” or use similar working to that effect.
- Mail or distribute their advertisements with driver license or motor vehicle products in Department envelopes. However, OLMs may place PennDOT products/envelopes in a separate envelope with the OLM’s business advertised on and/or in the business envelope.
- Advertise that they offer online services unless those services are performed at the location that is advertised.
- Characterize their fees. You may consider your fees “low”, but the customer may not, especially when the required state fee is included.
- Use any wording or phrases that have a negative connotation towards PennDOT. However, OLMs may advertise that customers can “Save a trip to Harrisburg” by using your service.
- Display in their advertising an actual license plate, title, driver’s license, processing terminal, customer application, or any other PennDOT products with actual customer information and/or identifying numbers visible.
- Use the likeness of the Registration Plate without written permission from the department.

OLM ADVERTISING REQUIREMENTS

- Online Messengers must confirm that their wholesale customers understand and comply with these advertising requirements.

Wholesale customers may not:

- Advertise that they are "online" or use any wording that would imply to customers that they provide over- the-counter products at their site.
- Use words such as "instant", "Immediate", "on-the-spot", "direct", "online" and words of similar meaning in any advertising or other communications when the online processing is performed elsewhere.

Wholesale customers may:

- Advertise "next-day" or "one-day" service for transactions that will be processed at an Online Messenger.
- The Department may require additional posting of PennDOT information.
- The Department reserves the right, in its discretion, to request the removal of any Online Messenger advertising or website information that PennDOT deems inaccurate, offensive or deceptive.
- It is suggested that you include your street address, phone number, hours of operation and your website address (if applicable) in your advertisement. Depending on the type of advertisement and if space allows, you may want to include directions as well.

•Failure to comply with these advertising requirements could result in the termination of your contract.

QUESTIONS

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AUDIT UPDATES

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DEPARTMENT OF TRANSPORTATION

OLM SITE AUDITS

Below are the most common items discovered during an audit that would make an agent out of compliance with their contract. Details will be reviewed for each bullet listed below:

- Training
- Affidavits
- Criminal History
- Temporary Registration Plates issued to a Salvage Vehicle
- Employees not being added to contracts
- Security of Customer Information

TRAINING

- Training Certificates – should be kept on file and made available to PennDOT upon request
- Each employee involved in providing agent services must complete the Agent Services Advanced Refresher training course at least once every two years following their completion of the Agent Services Basic Title and Registration training course. Agent Services Agreement Paragraph 17(59) and Exhibit B - Program Requirements 4.2, 4.3

AFFIDAVITS

- Affidavits should be kept on file and made available to PennDOT upon request
- At time of application and annually thereafter, secure an affidavit from each person involved in providing the agent service that the person has read and understood: the Agent Services Agreement and its attachments (including but not limited to: Exhibit B Program Requirements, that may be amended from time to time); the provisions of 75 Pa.C.S. Chapters 11 (relating to certificate of title and security interests), 13 (relating to registration of vehicles), 23 (relating to motor vehicle transaction recovery fund), and 75 (relating to authorization of agent and messenger services); 75 Pa.C.S. § 6114 (relating to limitation on sale, publication and disclosure of records); and 67 Pa. Code Chapter 43 (relating to temporary cards and plates). Agent Services Agreement Paragraph 17(74) and Exhibit B - Program Requirements 4.7

CRIMINAL HISTORY

- Copies of Criminal History must be kept on file and made available to PennDOT upon request
- Owners/corporate officers and each employee involved in providing agent services – at time of application and annually thereafter. An employee living in another state must also supply a criminal history check for the state in which they reside. Agent Services Agreement Paragraph 17(63) and Exhibit B - Program Requirements 4.4

TEMPORARY PLATE ISSUED TO SALVAGE VEHICLES

- Agents are manually issuing temporary registration plates to vehicles for which a certificate of salvage had been issued. Agent Service Agreement Paragraph 17(32).
- PLEASE NOTE: If you cannot process the application online and you are mailing the application to PennDOT for processing, DO NOT issue a registration plate. This vehicle is not considered a reconstructed vehicle, until it is processed and branded as a reconstructed vehicle.
- When the customer receives the title and it is branded as "Reconstructed", you may issue a registration plate.

EMPLOYEES NOT ADDED TO CONTRACT

- The PennDOT contract information must be updated when employees leave a business or when a business gains an additional employee.
  - When new employees are hired, employers must supply the new employee's name and job description, along with a current criminal history check to PennDOT.
  - When an employee leaves the business, employers are required to notify PennDOT that the employee is no longer authorized to operate under their contract.
- Adding or removing an employee requires the agent to fill out Form MV-73B "Messenger and/or Agent Service Employee Report for PennDOT." These notifications must be forwarded to the address on the form. Alternatively, agents can update an employee status through the online Dealer Agent Services (DAS) system.
  - Agent should maintain copies of all submitted MV-73B forms. Agent Services Agreement Paragraph 17(23), (70)

SECURITY OF CUSTOMER INFORMATION

- Agent copy of the temporary registration card and documents related to the application for title or registration shall be kept in strict confidentiality by the issuing agent unless otherwise required by law or legal purpose.
- Maintain highest degree of security over and confidentiality of information furnished by the Department and its customers and shall take all necessary steps to prevent the divulgence or use of such information in any form or manner not expressly permitted by Agreement. 67 Pa. Code § 43.5(i) and Agent Services Agreement Paragraph 11, Paragraph 17(24) and Exhibit B - Program Requirements 6.0

QUESTIONS

pennsylvania
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USER ACCESS TRAINING AND OLM SHAREPOINT RESOURCE

pennsylvania
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USER ACCESS TRAINING 2024

Section 3 Paragraph A of the Online Messenger Contract states the following:

- The Department shall have the right to make, or have the CONTRACTOR make, periodic audits relating to this Contract.

•The CONTRACTOR shall maintain all books, documents, papers, records, accounting records, employee's time cards, and other records or evidence pertaining to the Contract and shall make such materials available to the Department at all reasonable times during the contract period and for two (2) years after termination of the Contract.

•Based on these random audits we are noticing an increased number of employees who are not listed as having user access. We thought this would be a good time to address this process and educate you on making sure all of your employees are up to date in DAS for user access.

•We've created a quick reference sheet that you can refer to when adding or deleting users that we will make available on the OLM sharepoint site.

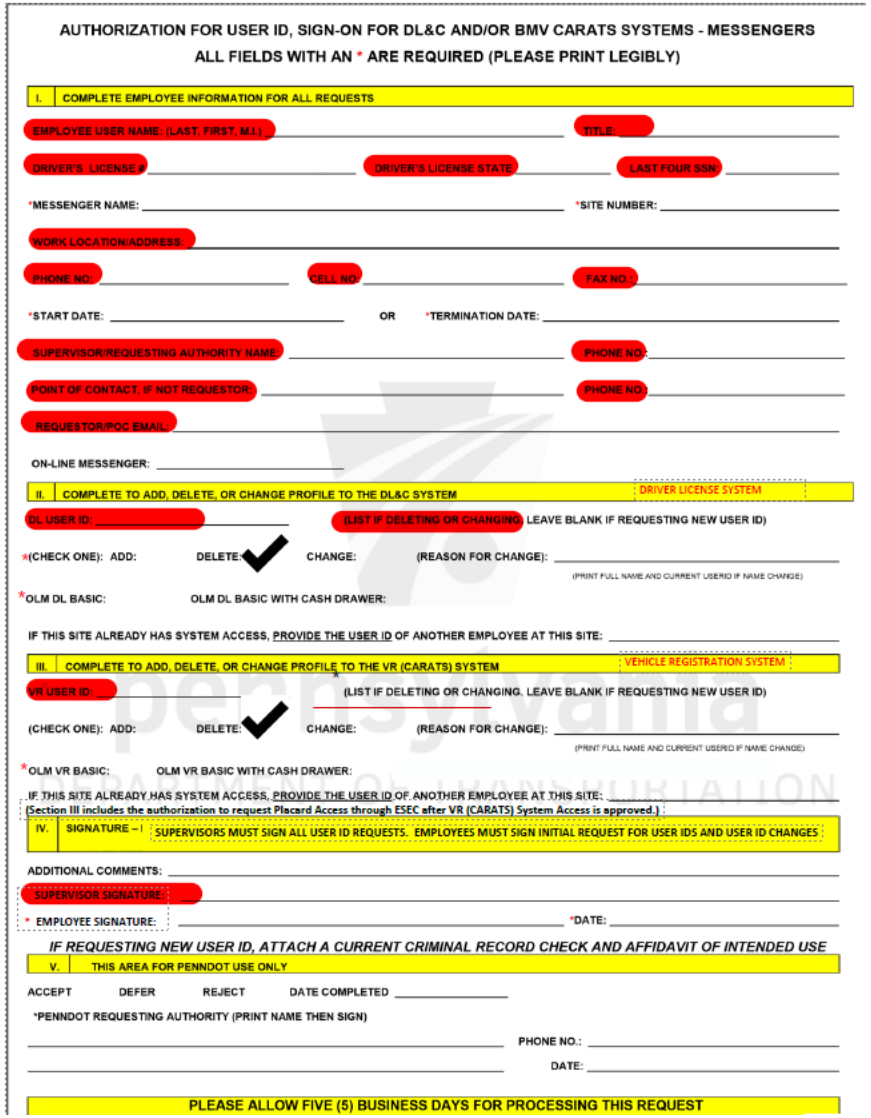
•These forms can be submitted to the following ra-pdonlinemessenger@pa.gov

•These forms are found in our Online Messenger Information Center @ Online Messenger Information Center - Home (pa.gov)

•If you do not have access to the Online Messenger Sharepoint site please email Ndavis@pa.gov

USER ACCESS TRAINING 2024

Notice: This form is currently highlighted for deleting a user. Make sure you choose the appropriate action when updating user accesses.



AUTHORIZATION FOR USER ID, SIGN-ON FOR DL&C AND/OR BMV CARATS SYSTEMS - MESSENGERS

ALL FIELDS WITH AN * ARE REQUIRED (PLEASE PRINT LEGIBLY)

I. COMPLETE EMPLOYEE INFORMATION FOR ALL REQUESTS

EMPLOYEE USER NAME: (LAST, FIRST, M.I.) _____ TITLE: _____

DRIVER'S LICENSE # _____ DRIVER'S LICENSE STATE _____ LAST FOUR SSN: _____

*MESSENGER NAME: _____ *SITE NUMBER: _____

WORK LOCATION/ADDRESS: _____

PHONE NO: _____ CELL NO: _____ FAX NO: _____

*START DATE: _____ OR *TERMINATION DATE: _____

SUPERVISOR/REQUESTING AUTHORITY NAME: _____ PHONE NO: _____

POINT OF CONTACT, IF NOT REQUESTOR: _____ PHONE NO: _____

REQUESTOR/POC EMAIL: _____

ON-LINE MESSENGER: _____

II. COMPLETE TO ADD, DELETE, OR CHANGE PROFILE TO THE DL&C SYSTEM — DRIVER LICENSE SYSTEM

DL USER ID: _____ (LIST IF DELETING OR CHANGING. LEAVE BLANK IF REQUESTING NEW USER ID)

*(CHECK ONE): ADD: DELETE: ✓ CHANGE: (REASON FOR CHANGE): _____

(PRINT FULL NAME AND CURRENT USERID IF NAME CHANGE)

*OLM DL BASIC: OLM DL BASIC WITH CASH DRAWER:

IF THIS SITE ALREADY HAS SYSTEM ACCESS, PROVIDE THE USER ID OF ANOTHER EMPLOYEE AT THIS SITE: _____

III. COMPLETE TO ADD, DELETE, OR CHANGE PROFILE TO THE VR (CARATS) SYSTEM — VEHICLE REGISTRATION SYSTEM

VR USER ID: _____ (LIST IF DELETING OR CHANGING. LEAVE BLANK IF REQUESTING NEW USER ID)

(CHECK ONE): ADD: DELETE: ✓ CHANGE: (REASON FOR CHANGE): _____

(PRINT FULL NAME AND CURRENT USERID IF NAME CHANGE)

*OLM VR BASIC: OLM VR BASIC WITH CASH DRAWER:

IF THIS SITE ALREADY HAS SYSTEM ACCESS, PROVIDE THE USER ID OF ANOTHER EMPLOYEE AT THIS SITE: _____

(Section III includes the authorization to request Placard Access through ESEC after VR (CARATS) System Access is approved.)

IV. SIGNATURE – I — SUPERVISORS MUST SIGN ALL USER ID REQUESTS. EMPLOYEES MUST SIGN INITIAL REQUEST FOR USER IDS AND USER ID CHANGES

ADDITIONAL COMMENTS: _____

SUPERVISOR SIGNATURE: _____

* EMPLOYEE SIGNATURE: _____ *DATE: _____

IF REQUESTING NEW USER ID, ATTACH A CURRENT CRIMINAL RECORD CHECK AND AFFIDAVIT OF INTENDED USE

V. THIS AREA FOR PENNDOT USE ONLY

ACCEPT DEFER REJECT DATE COMPLETED _____

*PENNDOT REQUESTING AUTHORITY (PRINT NAME THEN SIGN)

_____ PHONE NO.: _____

_____ DATE: _____

PLEASE ALLOW FIVE (5) BUSINESS DAYS FOR PROCESSING THIS REQUEST

OLM SHAREPOINT RESOURCE

What is a Sharepoint Site?

A SharePoint site is a collaborative platform that allows users to store, organize, and share information, such as documents, images, videos, and news.

Information Found on the OLM Sharepoint Site.

- OLM Processing Manuals
- OLM Training Manual
- Inventory Security Forms
- Paperwork Fee Submission Procedures
- PennDOT Phone Lists
- Processing Requirements and Quality Control Procedures
- User ID Forms and Instructions
- Help Guides & More

These forms are found in our Online Messenger Information Center @ Online Messenger Information Center - Home (pa.gov)
The following slide is a screenshot of what can be found on the Online Messenger Information Center. If you need access, please email : ra-pdonlinemessenger@pa.gov

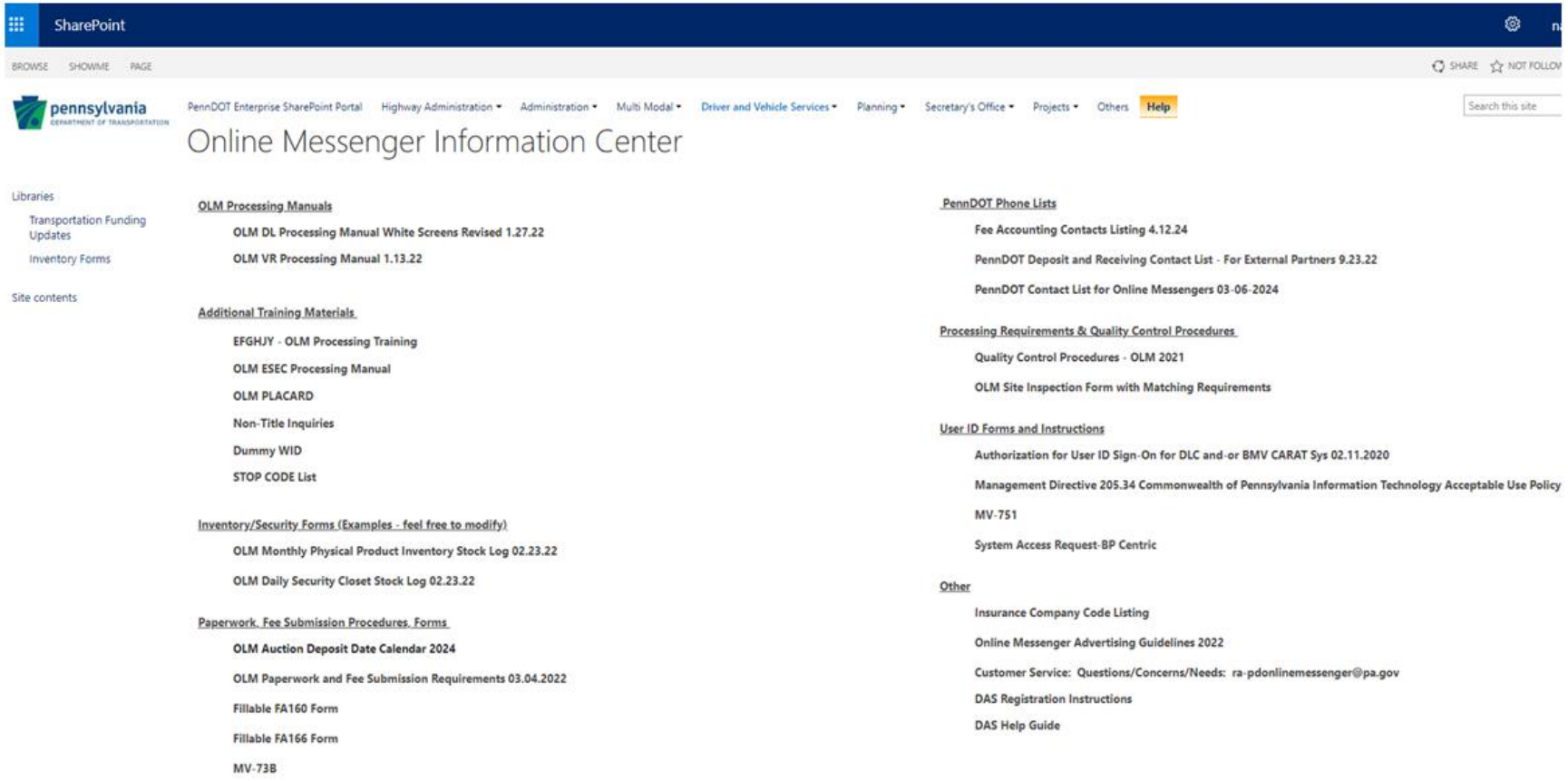
OLM SHAREPOINT RESOURCE

Reminder:

User access forms to delete green screen access should be submitted when employees are no longer with the Online Messenger (OLM) site.

The user access form to delete a former employee's green screen access can be emailed to ra-pdonlinemessenger@pa.gov or faxed to 717.346.4022.

The user access form can be found in the Online Messenger Information Center SharePoint portal. Online Messenger Information Center - Home (pa.gov). For more information on how to request access to the OLM SharePoint portal, please email ra-pdonlinemessenger@pa.gov



QUESTIONS

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MESSENGER SERVICE UNIT 2024

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MESSENGER SORT WALL

- Effective August 26, 2024 the messenger wall sort was reconfigured in attempt to have operations become more efficient and effective for messengers and staff alike.

- A written document labeled as “SORTS” has been updated effective August 26, 2024 to assist messengers with identifying which sort bin to place their applications in.

- All messengers have been provided with an updated sort bin map from the messenger’s view.

- Additional copies of the SORTS document as well as the sort bin map can be found in the messenger area.

EFFECTIVE DELIVERY TECHNIQUES

- It is imperative that you all utilize both the **SORTS** document as well as the **Sort Bin Map** in effort to reduce delays in processing.

- Please utilize our messenger counter staff, if you are unsure where to place applications.

SORT BINS
MESSENGER ROOM - MESSENGER VIEW

8/26/24

Commercial Registration ARP	RMO/ORM STOLEN VEHICLES	CMV ONLINE TA AGENTS	REPO DEALER TITLE	DEALER TITLE	PERSONALIZED PLATES MV-904	MV-904SO	Placard Discrepancy			DL-15 OLL DL-20 Probationary License	MV-63 Change of Address	Operator Discrepancy	Messenger Full Agent Contracts
Commercial Registration Fleet/SME School Vehicle	FLEET Y INDICATOR MV-587 COMM. REGS STAFF	209/RSOS	Dealer Specially Constructed RECON MV-426B	RECON	RENEWALS MV-140 MV-105 MV-140 NR	White Ticket	Insurance Free Reissue No Stops				Restoration Requirements Letters	MV-402 Medical DL-100 Voluntary Surrender	Dealer Forms
ARP Invoices w/ Payments	RED FOLDER FUEL TAX FORM	EV PLATES	Specially Constructed	CARATS A & B Reentry Applications	ANTIQUE CLASSIC VINTAGE	Placards MV-145A	F Stops I Stops Insurance Suspensions				Operator Suspension Restoration	DL-58A	Dealer Temp Tag Orders MV-351
ARP Renewals	CANCELLED IN ERROR CHURCH EXEMPT	MG PLATES	Reentry Specially Constructed Reentry Recon	MV-77 MV-77A MV-145 MV-145V	SECURE POWER OF ATTORNEY POA	MV-421 County Fees	Grey Market Imported Vehicles	Duplicate Dealer Title			DL-54A DL-54B DL-59 DL-58EF DL-180R	DL-143	DL-135
Return Check A- STOP	SPECIAL TAG DISCREPANCY	REPOSSESSION MV-217 MV-217A	MV-16 MV-16A	CARATS B SPECIAL FUND MV-150 MV-910-920	MV-1 & MV-4	MV-1 & MV-4	MV-27A MV-27B Dealer Notification	Work Thrown Wrong			DL-31	CDL DL-100CD	DL 135 WITH WID
Refunds	DCNR/ATV	MV-38D	BLANKET CHECKS	School Bus			Unclaimed Documents	TAX Unpaid			DL-80	DL-11CD	DL 503 DL 130 Letter of Clearance

MESSENGER RETRIEVAL WALL

- Effective September 16, 2024 the messenger retrieval wall was reconfigured in attempt to have operations become more efficient and effective for messengers and staff alike

- The messenger retrieval wall has been placed in numerical order to reduce the need to find messenger numbers that doesn't follow a number sequence.

STOP CODES

STOP CODE	WHERE TO PLACE APPLICATIONS
A, R	RETURN CHECK BIN
B,G,H,O,V,Y	RSOS BIN
D,E,U	SSU/RECON BIN (located on table)
C,F,I,J,L,N	CONTACT FR
K,S,W	ORM/RMO Bin
M	CANCELLED IN ERROR BIN
P	CONTACT PUC
Q	CONTACT PA TURNPIKE
T	QC AUDIT BIN (located on table)
X	CONTACT DVS PMO
Z	CONTACT COMMERCIAL REGS.

QUESTIONS

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