

Jestine Wise – Supervisor

9/28/21

- Messenger services TAT
  - White Ticket = days 11
  - Renewals = days 12
  - Discrepancy = days 19
  - Placards = days 2
  - F-stops = days 2
- Commercial Registration
  - Arp – Supplements = days / Invoices = 1 day 65
  - Fleet – Supplements = days / Note Pads = 1 day 13
  - Renewals = 3 day -1
- Special Services
  - Mail =
  - Mess =
  - Leg =
- VR (DEX)
  - Carats A = days 21
  - Carats 2 = days 7
  - Re-entry = days 1
  - Vanity = Just sent rest of July to be front ended. Sending 400 aps at a time 1
  - Antique = days 1
  - DCNR = days 63

Recon = 10-14

• DL TAT =

- Suspensions =
- White ticket = day
- Priority = day
- Non-Priority = day
- CDL = day

• Reminders –

- Please continue to use the “Help-Line” 717-346-0604 for any questions. If you experience any problems that you may need to escalated call supervisor, Shybree Swanson at 717-772-2639.
- As a reminder with Real ID, we are unable to process online or in the Messenger Unit any Name Changes, Date of Birth Changes or Gender Changes. Please send customers to a local Real ID Center.
- The messenger room will no longer be able to accept the Ignition Interlock Applications. They must be sent with the required fees and documentation to PENNDOT by certified mail to the address listed on the petition.
- As a reminder, even for DL application, we can only accept 1 piece of super work a day
- Paul has retired; therefore no one is here to answer the phones after 4pm. The hours for the phones/helpline are 7:30-4.