Members,

We are reaching out regarding the recent memo from the Pennsylvania Department of Transportation regarding the Replacement of Illegible Registration Plates.

First and foremost, we want to highlight that this marks a significant new service for all Online Messengers, a development not witnessed in many years. This achievement underscores the importance of our legislative initiatives and underscores the need for strong representation in advocacy. It's a testament to the productive relationship between our Association and the Department.

We have received numerous inquiries regarding our authorization to charge for this specific transaction. In response, we reached out to PennDOT for clarification and posed the following questions:

"Thank you for providing the attached memo and allowing OLMs to reissue illegible registration plates from their 'free' plate inventory as outlined. Just to clarify, while we understand that we cannot charge for the replacement registration plate itself, are we authorized to charge our service fee for the work performed?"

Their response was clear:

"You are permitted to charge a service fee for the work performed, but charging for the replacement registration plate itself is not permissible."

This policy has always been in place; we were never allowed to charge a fee for plates from the 'free' online inventory.

Our board remains dedicated to collaborating with the Pennsylvania Department of Transportation to introduce new services and enhance communication efficiency.

Best regards,