

Eric and Elizabeth,

I hope each of you had a nice Thanksgiving holiday. I want to thank you for meeting with the Pennsylvania Online Messenger Association on October 16<sup>th</sup>, 2018. During that meeting we discussed several important issues involving our partnership with PennDOT and the services we provide. The following were some of the items that you were going to follow up on with us:

1. The ability to get our Online Messenger work to PennDOT In 10 days versus 5 days.
2. DEFY Plates – Can we do the re-Issue through our Online inventory versus our Temporary Tag inventory. This would eliminate the need for both PennDOT and the OLM community to track refunds we are due by using the Temporary Tag inventory for re-issuance.
3. Allow customers to Face Time us to verify a VIN on an out of state vehicle that cannot be brought to one of our offices.
4. The ability to print Dealer Titles and Duplicate Titles in our offices.
5. The ability to renew and duplicate Permits.
6. The ability to issue duplicate Photo ID's.
7. The ability to inventory and issue immediately Antique/Classic plates and Placards.
8. The ability to post MV221 for F Stops.
9. The ability to post the money for A Stops.
10. The ability to access practice screens to train our staff.

Thank you for your time and continued review of the items above. The Pennsylvania Online Messenger Association looks forward to your response.

Regards,

John T. Yurconic

President