



Online Messenger Proposal Development Guide

Attached for your use are the Online Messenger application requirements to become an Online Messenger Service Center. Selected Online Messenger Service Centers will provide certain face-to-face driver licensing and vehicle registration services via mainframe connection with the Department through one or more sites. Applicants, from the time of application, must be an authorized agent and messenger who has been actively engaged in messenger services in Pennsylvania for three months and have not been sanctioned by the Department for any violation of statute or regulation within that period.

In order to be considered for status as an Online Messenger Service Center, you should scan and email your OLM application/proposal to ealsvan@pa.gov and two copies of the Online Messenger Application must be mailed or delivered to:

Pennsylvania Department of Transportation
Bureau of Motor Vehicles
Attn: Online Messenger Program Manager
1101 South Front Street
Riverfront Office Center, 2nd Floor
Harrisburg, PA 17104

Please read the attached materials carefully to ensure your center is fully compliant with the Online Messenger Service Center Contract Requirements and the Online Messenger Service Center Program Requirements before completing your application. If you have any questions, please contact (717) 346-0986 or e-mail at RA-pdOnlineMessenger@pa.gov



Online Messenger Application Requirements

Please read and utilize the Online Messenger (OLM) Service Center Program Requirements when you are preparing your application for an Online Messenger Service Center:

- Note what items are requested in each Items of the "Information Required from Applicants" – circle, highlight, underline, or number each item
 - Note what items are requested in each section of the "OLM Messenger Specifications"
1. Organizational format for application is presented on pages 2-3 in the "Information Required from Applicants"
 - I. **Statement of decentralized service center objectives:** refer to "Background" on p. 1. In your own words, describe your understanding of the objectives as stated in the background.
 - II. **Management Summary:** Provide a brief summary describing how your business meets the general requirements as stated in 0.0 and can accomplish the objectives of the OLM program.
 - III. **Work Plan:** (See "On-Line Messenger Service Center Specifications" beginning with 0.0 General Requirements through 13.0 "Disclosure of Proposal Contents" include a points, sub-points, sub-sub-points etc.). Describe your ability to meet the each requirement in the OLM service center specifications, using the organizational format in which they are stated (See "On-Line Messenger Service Center Specifications").

As you go through the specifications, determine what is required for each requirement:

 - i. If the requirement is physical, then say:
 1. Your business currently meet the stated requirement
 2. Your business will meet the stated requirement
 - ii. If the requirement procedural, then say:
 1. You understand and agree to follow the requirement
 2. You will follow the requirement and explain how
 - IV. **Related Experience:** Include all relevant experience as a messenger service center
 - V. **Personnel:** Provide each item requested
 - VI. **Market Impact:** Describe the need for an OLM service in the proposed area
 2. Enter all the requested information on the proposal cover sheet provided with application materials.



Online Messenger Application

Business Partner Name	
Contact Person	
Telephone Number	
Email Address	
Messenger Number	
Full Agent Number	
Federal ID Number	
Business Phone	
Fax number	
Business Address	
County	
Date Established	
Network Manager	

Affidavit of Applicant: I agree to comply with all OLM Contract Requirements and all OLM Program Requirements and certify that the information herein is correct.	
Print Name of Owner or Authorized Agent	
Owner's or Authorized Agent's Signature	
Date	