

**ATTENTION: Official Inspection Stations, Quality Assurance Officers, and  
Pennsylvania State Police**

**BI14-06**

**Vehicle Inspection Division Safety Inspection Bulletin**

**December 2014**

**Topics in this Bulletin: Inspection Sticker pick-up (delivery) at the Riverfront Office Center dealer counter**

**We have received some additional questions regarding the announced change to the discontinuance of the pick-up (delivery) of Inspection Stickers at the dealer counter. The questions with answers appear below.**

**Q: Can messengers continue to drop off inspection sticker orders?**

**A:** Nothing changes for messenger service and messengers may continue to drop their orders off with the messenger unit the same way they do now.

**Q: Is it possible to get stickers in the event of an emergency?**

**A:** If a situation arises that requires an emergency order of stickers, you should contact the inspection sticker unit at 717.705.2182.

**Q: Can I drop off my sticker order at the dealer counter?**

**A:** Yes. Completed orders placed in the drop box at the dealer counter are processed daily, Monday - Friday.

**Q: How long will it take to get my stickers?**

**A:** We remain committed to fulfilling your orders timely. Inspection sticker orders, regardless of how they are submitted to PennDOT, are typically filled and mailed within two business days of receipt by PennDOT. PennDOT understands the need to process inspection sticker orders in a timely manner.

- While mail times may vary, inspection stations should allow 14 days for delivery of inspection stickers after their order is processed.

**Q: How is my sticker order mailed?**

**A:** The current mail process of stickers is not changing. Stickers are mailed primarily via UPS.

**Q: What if my order isn't received?**

**A:** If you are expecting an order and do not receive it timely, please contact the inspection sticker unit at 717.705.2182. We will immediately begin tracing the original order and will expedite another order to you, if needed.

**Q: Do I need to place a large order to ensure I have available stock?**

**A:** No, we recommend you order as you normally do. Orders are processed quickly and returned to you, and an emergency order can be filled, as the situation warrants.

**Q: Why was this change made?**

**A:** The change was identified as a process control and security enhancement to help ensure the integrity of the sticker delivery process.

If you have any questions, please contact the Vehicle Inspection Division at (717) 787-2895.

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