

### Driver License Centers vs. Online Messenger Services

#### Driver License Centers:

Locations throughout the state operated by PennDOT Driver and Vehicle Services' employees.

#### Online Messenger Services:

Private businesses partnered with PennDOT to provide customers with face to face service and over-the-counter products. "Online" indicates these locations have a secure electronic connection to PennDOT and can issue a variety of Driver's License and Motor Vehicle products on-the-spot.

#### Description of Driver Licensing Services

##### Fees:

A current listing of [fees](#) associated with all driver licensing services can be found online.

*Note: Online Messengers charge a service fee in addition to the required state fee. Service fees vary among the Online Messenger Services. Please contact the Online Messenger directly to inquire about the service fee.*

#### Basic, Three, Ten Year Driving Record , or Full Driver History:

Allows you to obtain a copy of your driving record with your basic information from an Online Messenger.

##### Basic Non-Commercial Driving Record:

Contains name, address, driver license number, date of birth, and class of license.

##### Three-Year Driving Record:

Contains basic information as well as Departmental actions and violations for the past three years.

##### Ten-Year Driving Record:

Contains basic information as well as Departmental actions and violations for the past ten years.

##### Full Driver History:

Contains basic information as well as Departmental actions and violations for the complete history of the driver on file.

#### Camera Cards at Time of Renewal:

Allows you to go to an Online Messenger, renew your driver's license, and receive a Camera Card. You must take your Camera Card to a photo center to have your picture taken for your new driver's license. This is a particularly useful service if you will be out of the country when your license expires and you want to renew it and get your photo taken right away.

#### CDL Learner's Permits/Transfers:

Commercial Learner's Permits issued at certain PennDOT Photo and Exam Center, as well as transfers of out-of-state Commercial Driver's Licenses. A Knowledge Test Authorization (KTA) will be issued immediately. You will be required to take an eye exam at the time of your knowledge test. Once you pass the Knowledge Test, you will be required to hold your permit for 15 days before taking the Skills Test.

## **Commercial Knowledge Test:**

A written/computerized test; tests you on the information you need to know when applying for a Class A, B, or C Commercial Driver's License (tractor trailers, hazardous materials vehicles, school bus, etc.).

## **Commercial Skills Test A:**

This test is taken when applying for a Commercial Class A License (for a combination vehicle weighing 26,001 pounds or more). You will need to [schedule an appointment](#) for the exam on the Internet. There are three parts to every Commercial Skills Test (Class A, B, or C). The three parts of the skills test include:

### **Pre-Trip Inspection:**

Determines if you know whether the vehicle is safe to drive. You and the examiner will do a walk around safety inspection.

### **Skills Test:**

Evaluates your basic skills in controlling a vehicle. A test course will be set-up consisting of various maneuvers marked out by lines, traffic cones or something similar. This will include alley dock, parallel parking and straight line. At least two of the maneuvers must be successfully performed.

### **Road Test:**

Evaluates your ability to drive safely in a variety of on-the-road situations. The test will be taken over an approved, pre-determined route. It may include left/right turns, intersections, railroad crossings, curves and expressway driving.

## **Commercial Skills Test B/C:**

Consists of the same three tests as the Class A, but it is taken when applying for a Class B/C Commercial Driver's License. When required, appropriate endorsements must be obtained and testing must be taken on each Class. You will need to [schedule an appointment](#) for the exam on the Internet. Class B/C licenses are defined as follows:

### **Class B:**

A single vehicle weighing 26,001 pounds or more or with a trailer weighing no more than 10,000 pounds.

### **Class C:**

A single vehicle weighing no more than 26,000 pounds or any combination of vehicles, except motorcycles, that does not meet the definition of a Class A or B vehicle.

## **Driver License Address Change:**

This service is offered when you need to notify PennDOT that your address is no longer what appears on your driver's license/photo I.D. You are required to notify PennDOT of your address change within 15 days of moving. Any Online Messenger can [change your address](#) for you and issue an update card for your driver's license. You may also change your address online.

## **Driver License Duplicate/Replacement:**

This service is offered when you need to get a new driver's license because it was either lost, stolen, or mutilated. You can make application for duplicate driver's license at any PennDOT Photo and Exam Center or Online Messenger throughout the Commonwealth. Note: If you make application at an Online Messenger, you will leave with an interim driver's license (without a photo) to use until your replacement driver's license arrives in the mail.

## **Driver License Renewal:**

This service is offered when you need to get a new driver's license because it is due to expire or has already expired. At any of the Online Messengers, you will get a new camera card issued to go get a new picture taken. PennDOT also offers you the opportunity to [renew your non-commercial driver's license](#) online. You will be able to print out a temporary credential that is valid for 15 days. You will receive your Camera Card in the mail.

## **Learner's Permits:**

An initial permit is issued after taking and passing your Non-Commercial Knowledge Test when applying for your Pennsylvania Driver's License. Junior permit holders (those under 18 years of age) are required to wait 6 months before taking their skills test. You must [schedule an appointment](#) for your skills test online. You will need to have a physical completed prior to obtaining your learner's permit. The physical should be completed no more than 6 months prior to your 16th birthday. An eye exam will also be conducted at the time application is made for a learner's permit.

## **Motorcycle Test:**

Evaluates the knowledge and skills necessary to safely drive a motorcycle. This test consists of a written, computerized test and an on-the-road exam. The on-the-road exam may consist of testing on directional hand signals, turns, stops, and laws in general.

## **New Resident Drivers License/Transfer:**

This service is for people who are just moving to the state. It allows you to transfer your out-of-state driver's license to a Pennsylvania License. If the out-of-state driver's license is still valid, you will only have to pass a vision screening. For new residents 16 - 17 years of age, you must bring the valid (not expired for more than 6 months) out-of-state driver's license, birth certificate, and original Social Security Card with you to the Driver's License Exam Center. For new residents 18 years of age and older, you must bring the valid out-of-state driver's license, birth certificate, original Social Security card and two forms of [proof of residency](#). If your driver's license is expired, you will have to initiate the Learner's Permit process. If you have a provisional license issued by your previous state, you will need to stop by a PennDOT Photo and Exam Center to find out what process you will need to follow.

## **Non-Commercial Knowledge Test:**

A written/computerized test; tests you on information you need to know when applying for a Class C Learner's Permit (passenger vehicle).

## **Non-Commercial Skills Test:**

A behind-the-wheel test with an examiner in the vehicle; tests the skills you need to know to be on the roads (parallel parking, turning, using signals, etc.). You will need to have your learner's permit, current vehicle registration card, insurance card and inspection sticker for the vehicle you are using before you take the test. You must be accompanied by a licensed driver at least 21 years of age. You will need to [schedule an appointment](#) for the exam on the Internet.

## **Photo ID Card Application:**

This service allows any Pennsylvania resident 10 years of age or older to get a state-issued Photo I.D. You need to provide the PennDOT Photo and Exam Center with a birth certificate, your Social Security Card, and two forms of [proof of residency](#) if you are over 18 years of age.

## **Photo ID Card Renewal:**

This service allows you to go to any Online Messenger and renew your Photo Identification Card. You will leave the Messenger Service with a camera card to take to one of PennDOT Photo and Exam Center to have a new photo taken.

## **Photo ID card Duplicate/Replacement:**

This service is offered when you need to get a photo ID card because it was either lost, stolen, or mutilated. You can make application for a duplicate photo ID card at any PennDOT Photo and Exam Center throughout the Commonwealth.

## **Photos:**

A photo image is taken of you to be placed on your driver's license/photo I.D.

## **Proof of Insurance for DL Suspensions:**

This service allows Online Messengers to post your proof of insurance if you are under a suspension that requires it.

## Restoration Fees for DL Suspensions:

This service allows Online Messengers to post your restoration fee if you are under a driver's license suspension.

## Restoration Requirements Letter:

This service allows a person with a suspended driver's license to get a printout of exactly why they are under suspension. Any Online Messenger is able to process a restoration requirements letter.

## Same Day REAL ID Service:

There are presently twelve (12) PennDOT Driver License Centers that can verify and image required REAL ID documents, process REAL ID applications, and print the REAL ID-complaint driver's license or photo identification card for you at the time of service. All other Driver License Centers can verify and image required REAL ID documents as well as process your REAL ID application, but the REAL ID will have to be produced offsite and will be mailed to you within 15 business days. Please follow this link to find a REAL ID Driver License Center near you: <https://www.dmv.pa.gov/REALID/Pages/REAL-ID-Center-Locations.aspx>

## School Bus Skills Test:

There are three parts to every test when applying for a Commercial Driver's License with P (passenger) and S (school bus) endorsements. This test must be taken in a school bus. You also need 10 hours of school bus instruction completed prior to taking the school bus skills test. Please bring your 10 hour instruction card with you to the skills test. You will need to [schedule an appointment](#) for the exam on the Internet. The three parts of the skills test include:

### Pre-Trip Inspection:

Determines if you know whether the vehicle is safe to drive. You and the examiner will do a walk around safety inspection.

### Skills Test:

Evaluates your basic skills in controlling a vehicle. A test course will be set-up consisting of various maneuvers marked out by lines, traffic cones or something similar. This may include alley dock, parallel parking and straight line. At least two of the maneuvers must be successfully performed.

### Road Test:

Evaluates your ability to drive safely in a variety of on-the-road situations. The test will be taken over an approved, pre-determined route. It may include left/right turns, intersections, railroad crossings, curves and expressway driving.

## Special Point Exam:

A test that allows you to reduce the amount of points that are on your record. This test is required after an accumulation of 6 or more points. You will receive written correspondence to take this exam. Not every PennDOT Photo and Exam Center can do them. You will need to [schedule an appointment](#) for the exam on the Internet.

## Description of Motor Vehicle Services

The following Motor Vehicle services can be performed at any Online Messenger Service.

### Fees:

A current listing of [fees](#) associated with all motor vehicle services can be found online.

*Note: Online Messengers charge a service fee in addition to the required state fee. Service fees vary among the Online Messenger sites. Please contact the Online Messenger directly to inquire about the service fee.*

### Basic Vehicle Record:

This service allows you to obtain a copy of your vehicle's record containing basic information from an Online Messenger.

- Basic Vehicle Abstract - a basic vehicle abstract includes your name, address, title number, tag, vehicle information number (VIN), make of vehicle and expiration date of tag.
- Basic Encumbrance Abstract - a basic encumbrance abstract includes all the information in a basic vehicle abstract along with the lienholder's name, address and lien expiration date.

### **Zoological/Wildlife/Heritage Special Fund Plates:**

This service allows you to get a Zoological (mother tiger with cub), Wildlife (river otter) or Heritage (train) plate issued instantly at an Online Messenger.

### **Duplicate Titles:**

A replacement or reissuance of the original Pennsylvania title processed in the owner's name. Applications for duplicate titles can be processed at any Online Messenger. The duplicate will be mailed the next business day from Harrisburg.

### **Heavy Truck Renewal:**

These are vehicles that's weight is 55,001 pounds or more and which have the HVUT (Heavy Vehicle Use Tax) assessed. This service allows you to instantly renew the registration for a heavy truck at any Online Messenger and be issued a registration card and sticker.

### **Insurance Restorations:**

This service allows you to provide an Online Messenger Service with proof of insurance and the restoration fee for vehicle suspensions. If you are eligible to be restored, you will receive a vehicle restorations letter.

### **New Resident Title and Transfer:**

This service provides new residents to Pennsylvania with titling and registering their vehicle. Title and registering your vehicle must be completed within 20 days of establishing residency in Pennsylvania. This service is performed at the Riverfront Office Center in Harrisburg or at some Online messengers. You will leave with a new license plate, registration sticker and card. More information on titling and registering your vehicle, including the items that you will need to bring with you to have this service completed, can be found on the new [residents page](#).

### **Person with Disability Parking Placard:**

This service allows customers who are eligible for a permanent Person with Disability Parking Placard to process their application at an Online Messenger. Placard products are mailed directly to the customer.

### **Person with Disability Parking Plate:**

This service allows you to get a Person with Disability plate issued instantly at an Online Messenger.

### **Retired Status Registration Renewals:**

This service is offered to anyone who is retired and receiving Social Security or other pension and whose total income is \$19,200 or less a year. The cost for those who qualify is \$10. Only one vehicle (9,000 lbs. or less) per person may be registered at the \$10 fee. Online Messengers can process this form of registration renewal instantly and issue you a registration card and sticker.

### **Temporary Authority Agent:**

Temporary Authority Agents or TA Agents are businesses authorized by the Commonwealth to issue temporary commercial registrations. Temporary authority (TA's) are written for Pennsylvania based apportioned registrants for a term of 30 days. TA's are issued so the registrant can carry on business while the application for a change in apportioned registration is being processed by the Bureau. TA's are issued for weight increases, adding a vehicle, adding a jurisdiction (state), new account, vehicle transfers or lost cab

cards. TA's may be extended for an additional 30 days as needed. Your local TA Agent will be able to tell you what documents will be required for completing your transaction.

### **Vehicle Registration Address Change:**

This service is offered when you need to notify PennDOT that the address on your registration card is no longer your current address. You are required to notify PennDOT of your address change within 15 days of moving. Online Messengers can process your change of address and issue you an updated registration card. You may also [change your address](#) online.

### **Vehicle Registration Card, Sticker or Plate Duplicate/Replacement:**

This service allows you to get a duplicate registration card, plate or sticker because yours was either lost, stolen or mutilated. Any Online Messenger can perform this service and issue you a registration card, sticker and plate (if needed).

### **Vehicle Registration Renewal:**

This service allows you to renew the registration for your vehicle instantly. You will leave the Online Messenger with a new registration card and sticker. PennDOT also offers you the opportunity to [renew your vehicle registration](#) online. This service allows you to print a temporary credential that is valid for 15 days.

[Return to the Locator](#)

**Visit us at [www.dmv.pa.gov](http://www.dmv.pa.gov) or call us at:**

In state: 1-800-932-4600 ♦ TDD: 1-800-228-0676 ♦ Out-of-State: 1-717-412-5300 ♦ TDD Out-of-State: 1-717-412-5380