



## INFORMATION NOTICE

### DIVISION OF MOTORIST SERVICES

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| <b>DATE:</b> 1/31/2014                          | <b>Information Notice (INFO)</b><br><b>RS/TL14-006</b> |
| <b>SUBJECT: Postage Fee Increase Resolution</b> |  |

#### **Overview:**

The Department has worked with other areas in an attempt to find a resolution for all of the mail fee issues. Listed below are recommended solutions to the high speed and virtual office issues.

#### **Details:**

##### **High Speed Renewals:**

When building your files on your third party server for renewals, use the date of January 25 in the "trans date" field. This will allow FRVIS to calculate the previous mailing fee for renewals.

##### **Virtual Office:**

Several counties have reported receiving the error message "shortage is over allowable limit" due to the increase in postage. The date has been changed in VO to allow for the agencies to reprocess these transactions with no further issues.

#### **Conclusion:**

If you have additional questions, please contact the Field Support Center.