



Driver and Vehicle Services Update Bulletin

Josh Shapiro, Governor

Mike Carroll, Secretary

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DVS Support Guide and email Resource Account

PennDOT is pleased to introduce two new ways for PennDOT contracted agents to find answers to questions. We are providing a DVS Support Guide which is now available through the Online Registration Program (ORLP) Integrators system. In addition, PennDOT is also providing a resource account for agent questions as an alternative to contacting the Customer Call Center.

The **DVS Support Guide** will allow business partners to research questions that a customer or agent may have regarding a title transaction, duplicate title request, safety inspections, vehicle transfer after the death of the owner, etc. This file will be updated on a regular basis, so we advise everyone to use the link each time you want to search something in the DV Support Guide through your Integrators system. Additional information will be sent to you from your Integrator.

If you are currently not an online agent through the Online Registration Program, info is available on how to apply to be an online agent through OLRP on our website at following link, [Apply to PennDOT's Online Registration Program \(OLRP\)](#) | [Commonwealth of Pennsylvania](#).

In addition to the DVS Support Guide, PennDOT has created an **email resource account**, ra-pdagentsupport@pa.gov, for all PennDOT's contracted agent questions. When emailing the resource account make sure to use the following format:

Subject line: Customer's Name and topic

Email:

Record #:

Name:

Contact Name:

Phone:

Reason for Email:

These two new resources will provide your agent service with needed support and answers to all your questions to help our Commonwealth customers. Please share this information with the appropriate members of your staff.