



INFORMATION NOTICE

DIVISION OF MOTORIST SERVICES

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| DATE: 04/18/2013 | Information Notice (INFO) RS/TL13-003 |
| SUBJECT: Virtual Office Login Enhancements Update | |

Overview:

Based on the valuable feedback received from the Tax Collectors and our customers, the Department will add new functionality on Friday, April 19, 2013 to aid customers in accessing their Virtual Office records.

Details:

The new functionality will include the following:

1. The application will require the Driver License Form Number. This will replace the Driver License Inventory Number. Customer feedback indicated the inventory number is too small to read.
2. New error messages will prompt the user to verify the information entered or use an alternate form of identification.
3. An error indicator will alert the user to complete required fields.
4. Updated examples in Virtual Office will show customers where to find the Vehicle Identification Number and the Hull Identification Number on a registration and where to find the form number on the back of the driver license.

Conclusion:

We thank you for your valuable input.