MVD Procedural Quick Update #138

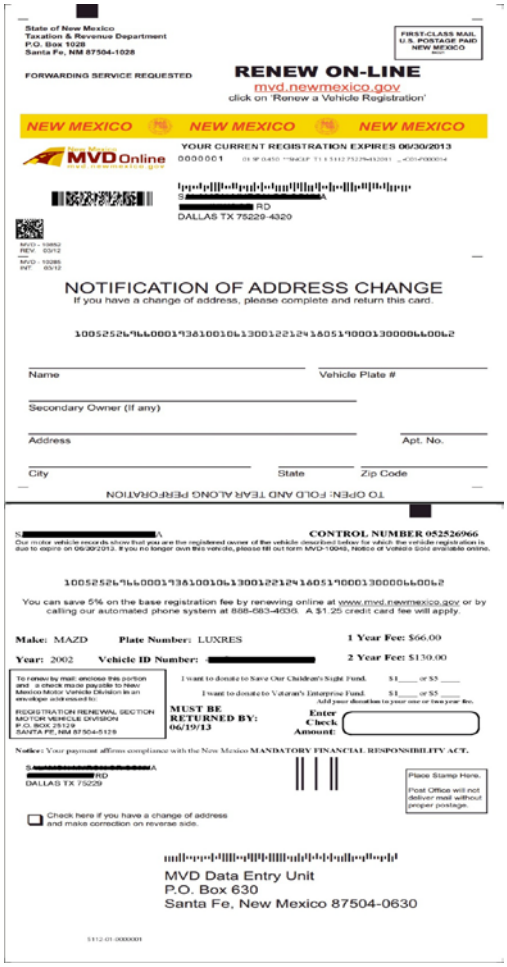
RE: **Registration Renewal Postcards**
Effective date: **Immediate**

Date: July 2, 2012
To: All MVD
From: Mac Lewis, MVD Policy and Procedures Manager

[*This is the latest in a series of procedural updates. These updates deal with specific MVD procedures and practices. Managers and Supervisors should consistently distribute the updates to all personnel and integrate them into regular information and training sessions.*]

Effective June 29, all vehicle registration renewal notices are being sent in a new postcard format. The new format is much less expensive to print and send, and it will encourage owners to renew online or by phone using our new and improved IVR system.

A sample version of the post card is being sent to all field offices. Features of the new postcard include a variable message area to communicate with our customers and a 2D barcode for remittance processing and to support future kiosk and smartphone technology.


State of New Mexico
Taxation & Revenue Department
P.O. Box 1028
Santa Fe, NM 87504-1028

FIRST-CLASS MAIL
U.S. POSTAGE PAID
NEW MEXICO

FORWARDING SERVICE REQUESTED

RENEW ON-LINE
mvd.newmexico.gov
click on 'Renew a Vehicle Registration'

NEW MEXICO NEW MEXICO NEW MEXICO

MVD Online

YOUR CURRENT REGISTRATION EXPIRES 06/30/2013

0000001

DALLAS TX 75229-4320

NOTIFICATION OF ADDRESS CHANGE
If you have a change of address, please complete and return this card.

Name
Vehicle Plate #
Secondary Owner (If any)
Address
Apt. No.
City
State
Zip Code

TO OPEN: FOLD AND TEAR ALONG PERFORATION

CONTROL NUMBER 052526966

You can save 5% on the base registration fee by renewing online at www.mvd.newmexico.gov or by calling our automated phone system at 888-683-4636. A $1.25 credit card fee will apply.

Make: MAZD Plate Number: LUXRES 1 Year Fee: $66.00
Year: 2002 Vehicle ID Number: 2 Year Fee: $130.00

To renew by mail: enclose this portion and a check made payable to New Mexico Motor Vehicle Division in an envelope addressed to:
REGISTRATION RENEWAL SECTION
MOTOR VEHICLE DIVISION
P.O. BOX 25129
SANTA FE, NM 87504-5129

I want to donate to Save Our Children's Sight Fund. $1____ or $5 ____
I want to donate to Veteran's Enterprise Fund. $1____ or $5 ____
Add your donation to your one or two year fee.

MUST BE RETURNED BY: 06/19/13

Enter Check Amount:

Notice: Your payment affirms compliance with the New Mexico MANDATORY FINANCIAL RESPONSIBILITY ACT.

DALLAS TX 75229

Place Stamp Here.
Post Office will not deliver mail without proper postage.

Check here if you have a change of address and make correction on reverse side.

MVD Data Entry Unit
P.O. Box 630
Santa Fe, New Mexico 87504-0630

Benefits of the postcard format include:

- significant production cost savings for labor, materials, and consumables; and
- lower postal processing cost (from $.34 per piece to $.21);
- for total annual savings of $245,144; and
- less paper waste and a smaller MVD carbon footprint.

Many other states, including Utah, Wisconsin, Oklahoma, Colorado, Missouri, South Dakota and Nevada, have already transitioned to this new format.

As with anything that affects our customers, this change will generate some questions. Here are a few Qs and As:

- How do I send payment if I want to renew via the mail?
  You will have to provide your own envelope. Do not try to turn the postcard into an envelope.
- Is the postcard information different from the prior version?
  No, all content is virtually identical, including the emissions notification for Bernalillo County customers.
- Can I still use the renewal form to change my address?
  Yes. You just need to fill out the Notification of Address Change and apply the postcard postage stamp.

Field office managers and supervisors should refer any comments or questions regarding this Procedural Quick Update to their Bureau Chiefs, with cc to mac.lewis@state.nm.us. Others are encouraged to direct comments or questions directly to Adam Diamond, Project Manager, at adam.diamond@state.nm.us.