

MVDL Electronic Notifications Summary

DEPARTMENT ASPIRATION

- In keeping with the Department of Revenue's Vision, Mission and Values initiative to better serve our citizens; it is believed that electronic notifications will provide a better, cost-saving service, and also empower Missouri citizens by allowing them to indicate how the Department should notify them.

CURRENT OPERATIONAL CHALLENGES

- The Department accrues total costs of nearly \$1.2 Million annually related to the paper notification process. The majority of this cost is connected, but not limited, to postage, mailing supplies, and full-time employees (FTE) used in affiliation with this process.
- A high volume of returned mail notifications is being experienced due to citizen not keeping their driver licensing and/or motor vehicle-related registration address(es) up to date.
- Due to a lack of information technology funds, resources and higher priority projects, pursuing the idea of offering the citizens the option of receiving notifications electronically was out of scope.

VISION FOR ELECTRONIC NOTIFICATIONS

- Full online self-service capabilities
- Paper notifications reduced by 30%
- FTE savings for hours and salary of 30%
- The proposed solution is to develop an online subscription process that would allow citizens to create and manage their own electronic notification preferences.
- Citizens would be given the option to choose if they wish to receive electronic notifications for driver license or motor vehicle records or both.
- A citizen may provide either an email address, phone number capable of receiving a cellular/mobile text message or they can subscribe to both email and cellular/mobile text messaging.
- Once the citizen subscribes, a message from MoNotify would be sent back to the customer asking them to confirm their subscription. Future notifications from the Department would no longer be sent.
- Operate with efficiency and reduced returned mail
- Drive decisions based on data reporting
- Mailing supplies savings of 30%



OUR VISION

To provide every customer the best experience every time.



OUR MISSION

To enhance the lives of Missourians by anticipating their tax, motor vehicle and driver licensing needs.

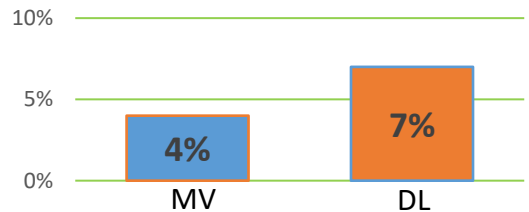
- ✓ We deliver exceptional customer service.
- ✓ We are good stewards of the people's money.
- ✓ We make data-driven decisions.
- ✓ We foster a positive work environment.



OUR VALUES

Integrity
Service
Respect
Community

RETURNED MAIL PERCENTAGE FOR FY20



Department of Revenue Electronic Notification Services

The Department of Revenue offers electronic notification for Missouri citizens to sign up to receive renewal notices and other DOR related information by email or cellular/mobile text message! If you would like to start receiving notifications from the Department regarding your Driver Licensing Renewal, Nondriver Licensing Renewal, Instruction Permit Renewal, Motor Vehicle Renewal, Permanent Disabled Placard, Boat Renewal, or other DOR related information, please subscribe through the electronic notification option below. Once subscribed for cellular/mobile text message alerts, MoNotify will send a text alert to the subscribed cellular/mobile number confirming the subscription. You MUST confirm to receiving the alerts before the Department can begin sending notifications, including renewal notices, to the cellular/mobile number provided.

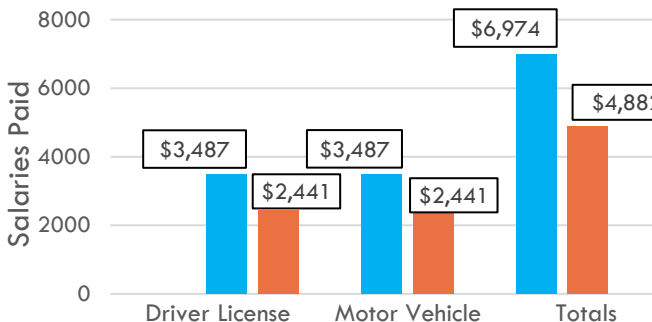
NOTE: You will not begin receiving electronic notifications from the Department until Fall of 2021. A record can only have one email and one cellular/mobile number subscription.

If you would like to subscribe to receive individual or business taxation notifications, please visit the online [MyTax Portal](#).

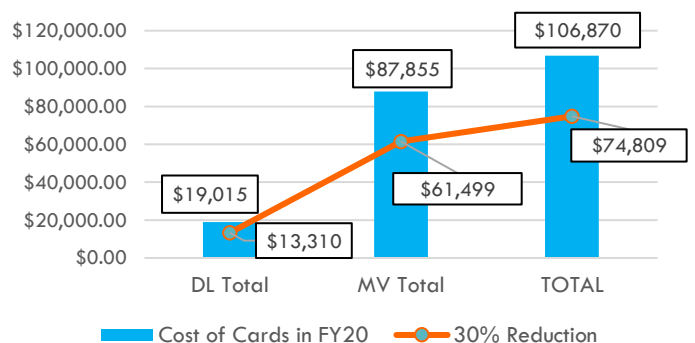
Subscribe or Update

- Subscribe or Update
- Unsubscribe

30% FTE Salary Reduction/Yr.

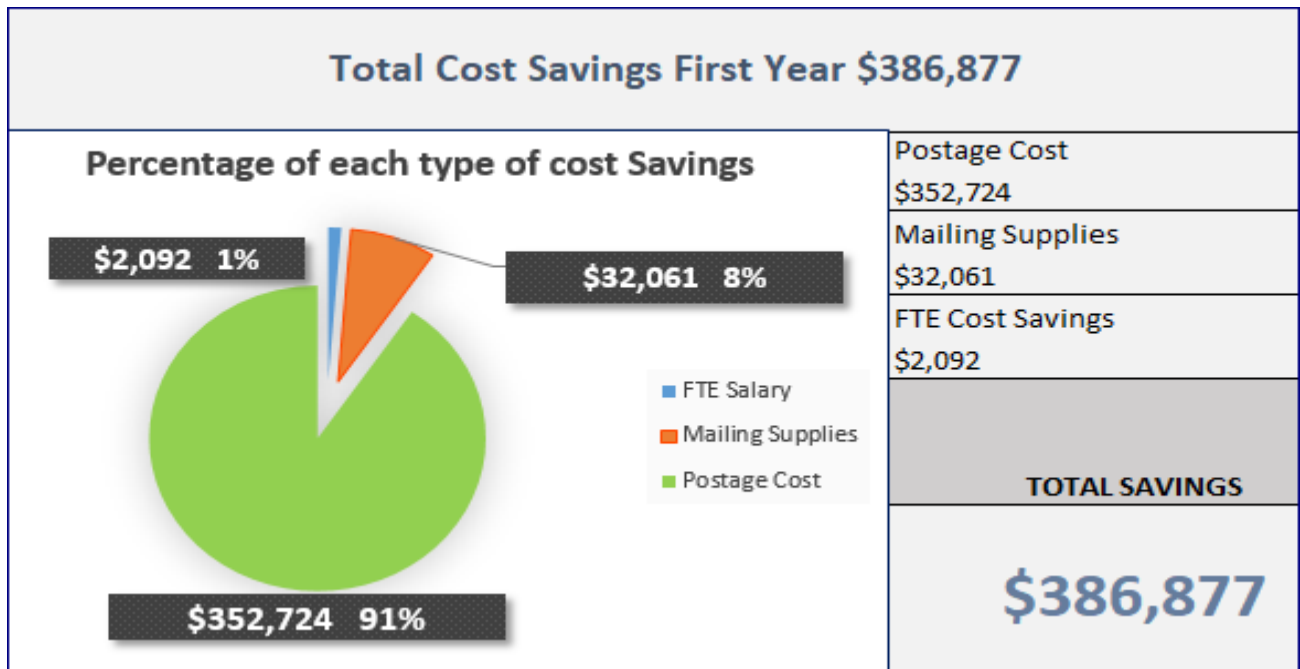
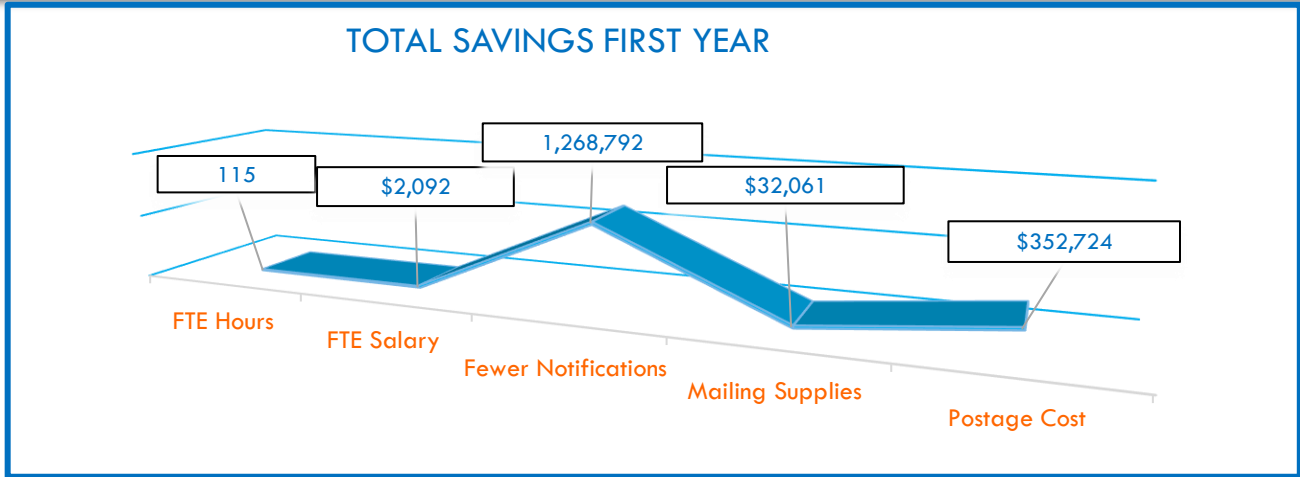


30% Mail Supply Cost Reduction/Yr.



MVDL Electronic Notifications Summary

ADDITIONAL BENEFITS FOR MISSOURI



Based on FY 20 Data	Potential First Year Savings	Potential 5 Year Savings	Potential 10 Year Savings
FTE Salary	\$2,092	\$10,460	\$20,920
Mailing Supplies (Forms)	\$32,061	\$160,305	\$320,610
Postage Cost	\$352,724	\$1,763,620	\$3,527,240
TOTAL COST SAVINGS	\$386,877	\$1,934,385	\$3,868,770

ADDITIONAL BENEFITS FOR MISSOURI

Reduced:

- Calls and phone queues
- Citizens time spent waiting for notices by mail
- Postage, mailing and full-time employee cost to the Department

Faster:

- Turnaround time
- Subscribe online
- Subscribe through local license office

Improved:

- Customer satisfaction
- Data reporting to local, state, and federal agencies
- Ecofriendly process