How can 3M™ Registration Fulfillment Services (RFS) improve service for you and your citizens?

3M On-Demand Services

Eliminate Inventory and go 'On-Demand'

Included in your mission at the DMV is an imperative to deliver outstanding service to the public you serve. However, budget deficits, staff shortages, and antiquated systems and processes make this goal increasingly difficult to manage and deliver. Motorists are demanding an improved citizen experience with their government and your agency, and they expect prompt, accurate service to meet this desire. 3M RFS can help you improve service and optimize business processes.

Give your customers what they want

- Motorists can receive their registration documents in the mail within a few business days, eliminating the hassle of visiting a branch office.

Effectively manage your budget

- Registrations and license plates are produced on-demand, eliminating the cost of inventory to the State.
- You are no longer responsible for purchasing raw materials used in the registration process.
- Option to pay for registrations on a transactional basis.
- Branch office costs reduced with less traffic and improved wait time.

"**On-demand** service to **streamline** processes"

Learn how others have improved service:

- 100% of plates and registrations in Indiana and South Carolina have been delivered error free within five days
- Indiana on-line registration increased by 20% in one year alone resulting in improved wait time at branch offices and increased customer satisfaction (follow the QR code to learn more about the success in Indiana).

Discover how Indiana was successful in optimizing their registration operation.

For further information about 3M Registration Fulfillment Services contact your 3M Government Services Manager, or visit www.3M.com/mvss.

3M

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