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Subject: Strategies for reducing mailing costs and returned mail

Attachments: Strategies for reducing mailing costs and returned mail.doc

Marcia, Annie & Kevin

The attached has some ideas that DMV may want to investigate further.

Some of the ideas may only require a procedural change, while others will require programming effort. Some, IT has already developed programming/scripts that are ready and waiting. Some may not be feasible!

I don't think any of these alone represents the Silver Bullet that will resolve all issues. We may be able to use a combinations and variations on a theme to improve our mailing situation.

Rolf, Debra Tucker, Raymond Miller and others have helped to put these ideas together. We will continue to add ideas and will gladly circulate any updates.

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