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**From:** Smith, Austin  
**Sent:** Monday, April 18, 2016 5:47 PM  
**To:** Haley, Nikki  
**Cc:** Patel, Swati  
**Subject:** Fwd: South Carolina DMV

Love getting good news!

Begin forwarded message:

**From:** "famorris@ups.com" <[famorris@ups.com](mailto:famorris@ups.com)>  
**Date:** April 18, 2016 at 4:30:03 PM EDT  
**To:** "Smith, Austin" <[AustinSmith@gov.sc.gov](mailto:AustinSmith@gov.sc.gov)>  
**Subject:** South Carolina DMV

Austin,

I just wanted to pass on to you a recent and very positive experience that we had in working with the Department of Motor Vehicles to reduce the number of days it took to get a plate and registration delivered to our operating centers for our package delivery cars. Working with Michael Newman we were able to enter into a MOU for a 45-day temporary plate process.

In this new process, SC DMV will allow UPS to hold in house temporary single-use plates to send direct to our operating centers when a new car is delivered. This will allow UPS to have a new vehicle on the road, 10 days faster than the current process, which for us means putting the asset to work immediately and savings on rental vehicles.

During the time that we are using the temporary plate we can prepare the registration documents and process the payment. Michael was helpful and a pleasure to work with. He took the time to understand our position and offered solutions.

I will be at our customer event at the Columbia Air Hub on the 21<sup>st</sup> speaking after the Governor and will mention this experience.

Best regards,

Frank

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