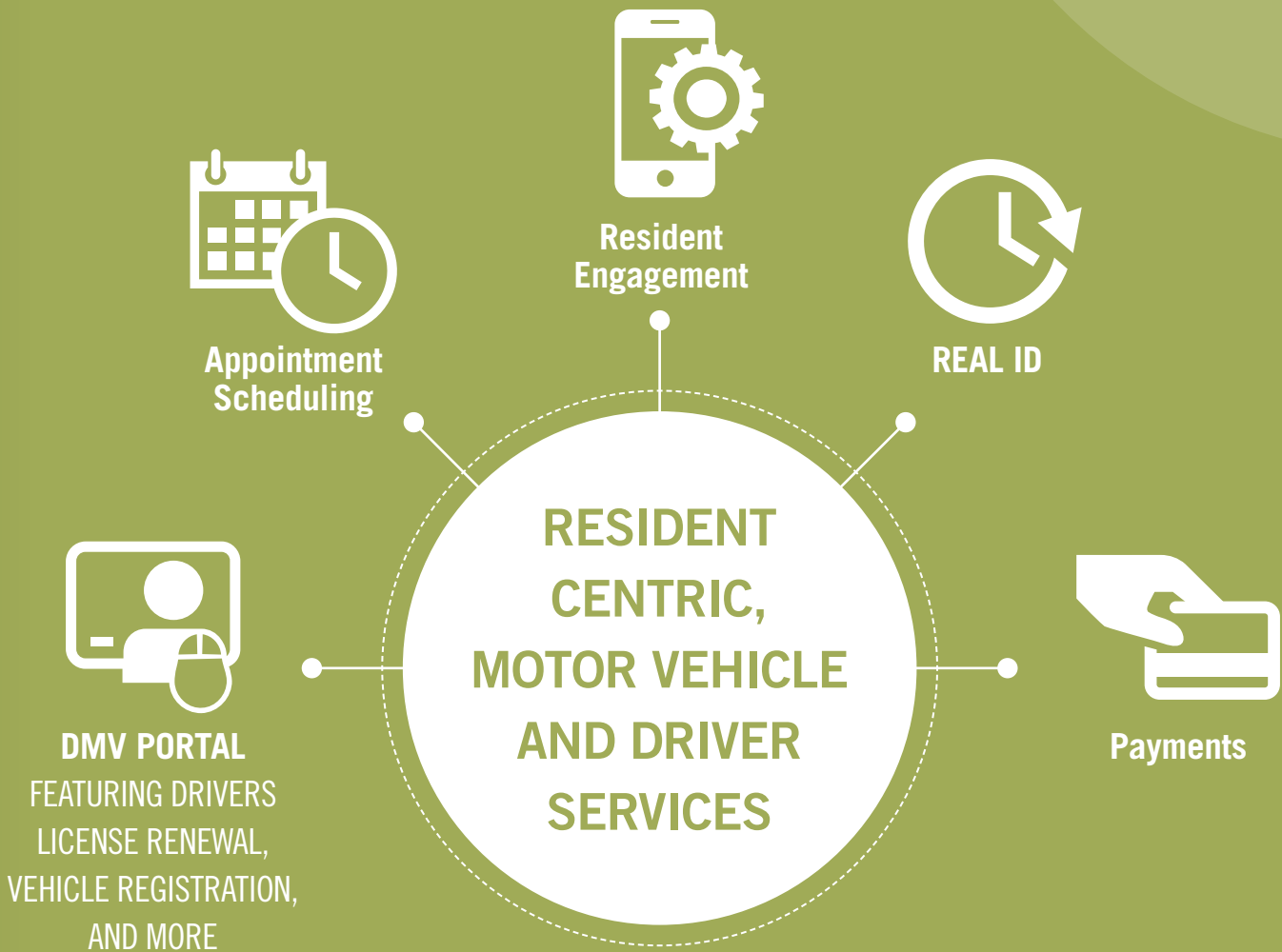




# Motor Vehicle and Driver Services

MODERNIZE AGENCY AND DRIVER EXPERIENCES WITH HIGHLY  
SECURE DIGITAL AND PAYMENTS SOLUTIONS





- Security is at the heart of all our DMV solutions.
- We have decades of experience with the Drivers Privacy Protection Act (DPPA).

## Partner with a proven provider

We work with 60% of states and 7,100 agencies to deliver unique digital government solutions that serve more than 145 million Americans.

Tyler is the most proven and widely deployed digital government solution provider to state Departments of Transportation, Departments of Motor Vehicles, and similar organizations for payment processing, consumer engagement, and partner management.

We deliver a modern, efficient customer experience supported by comprehensive digital and payments solutions, all while streamlining the process for agency employees in a highly secure, DPPA-compliant environment.

Our motor vehicle solutions benefit the consumer — and the administrator.

### WITH OUR MOTOR VEHICLE AND DRIVER SOLUTIONS, YOU CAN:

- Deliver services to customers where they are
- Reduce wait times
- Streamline and secure payments
- Limit PCI compliance exposure
- Empower the DMV administrative staff
- Market your services to drive adoption and efficiency
- Serve your customers better and faster ... *all without increasing costs.*

We work with  
**60%**  
of states

We work with  
**7,100**  
agencies

**145M**  
Americans



*In 2022, NIC processed more than 155 million transactions for a total of more than \$893 million on behalf of motor vehicle agencies in 26 states.*

*In addition to offering a comprehensive suite of products and services, we integrate our solutions with many of the leading driver license solution providers, working with agencies to enhance existing systems.*

## DMV Portal

The DMV Portal is a self-service digital option that allows individuals and businesses to manage their transactions with the agency in their state.

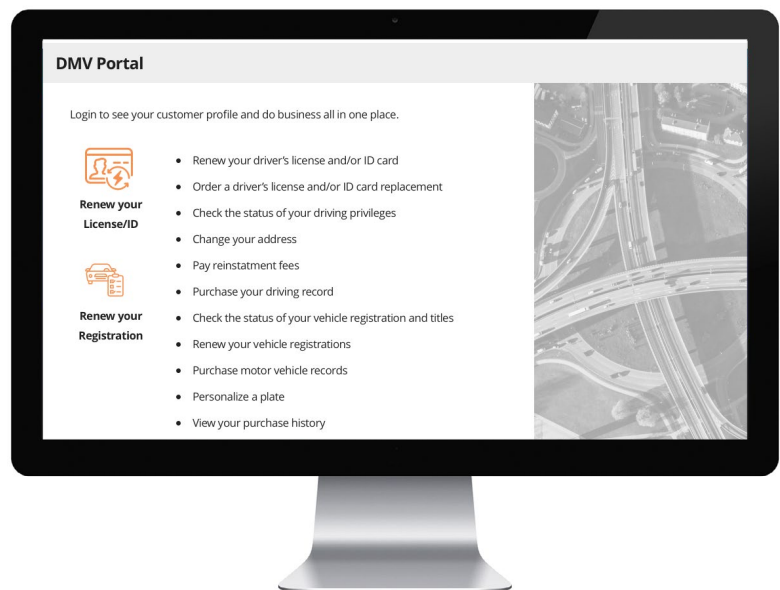
### Individuals can:

- Purchase driving record
- Renew vehicle registration
- Purchase title
- Purchase replacement ID
- Update an address

### Businesses can:

- Access motor vehicle title and registration records
- Search driver license records
- View a driver record dashboard
- Monitor the driving status and history of employees
- Access crash reports
- View driver history records\*

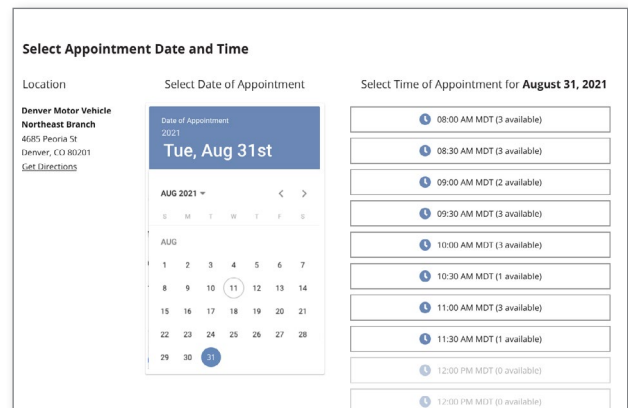
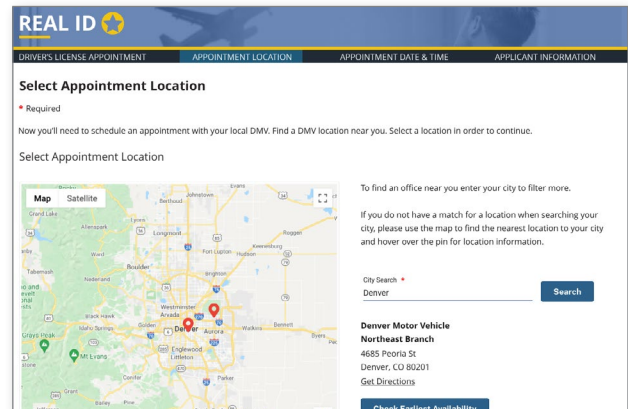
*\*All record sales are subject to compliance with the DPPA.*



## Appointment Scheduling

Our SaaS appointment scheduling solution is configurable for any government agency, department, or service. The easy-to-use tool manages inbound agency traffic, supporting key government functions.

- Schedule and manage appointments: in person, by phone, and virtual
- Notify constituents through automated push text and email reminders
- Manage forms: build, modify, send, and upload
- Process payments through our secure payment system



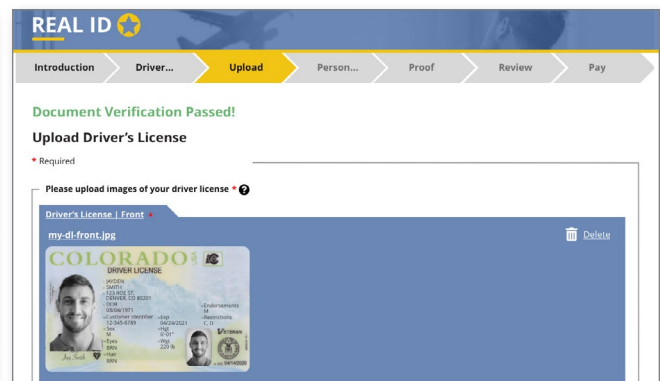
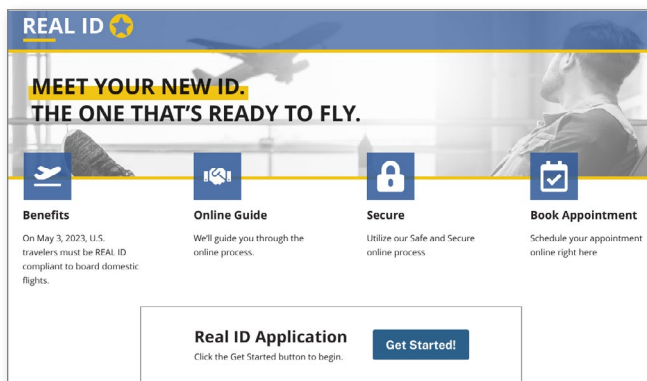
Scheduling an appointment, whether in-person or virtual, is easy with Appointment Scheduling.

## REAL ID HeadStart

REAL ID HeadStart is a solution that helps the government improve processing time and the resident experience through the Real ID application process.

As the deadline for REAL ID implementation approaches, driver license offices will need to continue to address traffic, backlogs, and issues when residents bring incorrect documents. REAL ID allows the customer to scan required documents for approval before the DMV appointment, reducing wait times and leading to increased satisfaction.

- Assists with document compliance by allowing individuals to easily review and prepare document requirements in advance
- Creates efficiencies and reduces issues associated with incorrect documents, by eliminating scanning documents in the office and avoiding wasted trips for customers
- Decreases opportunity for fraudulent documents via the LexisNexis verification tools

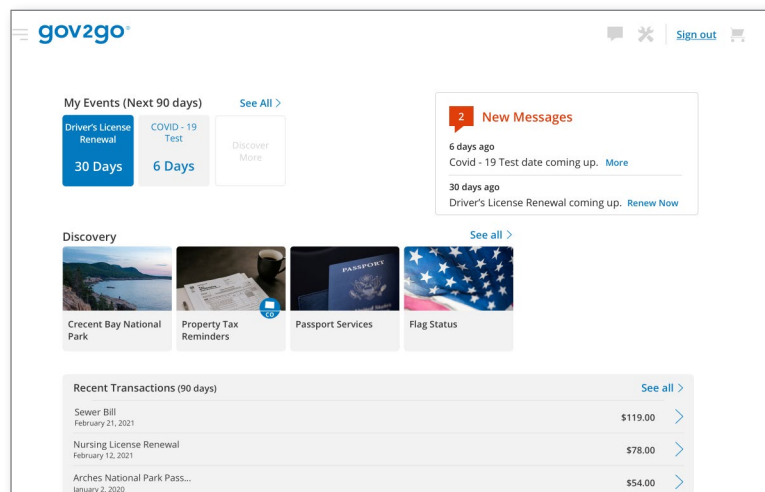


Upload documents, proof of residency, and more with our REAL ID Headstart solution.

*Gov2Go currently has nearly 5 million users across the country with key services available in all 50 states.*

## Resident Engagement

Our resident engagement solution, Gov2Go, provides people with access to their government services where and when they need it — at home or on the go. Gov2Go has nearly 5 million users across the nation because it is the most convenient way to interact with the government. Along with national services, Gov2Go currently works with 13 states and countless localities to deliver services like vehicle tag renewals, property taxes, park permits, and professional licenses. With features like one-click payments, shopping carts to complete multiple government transactions at once, personalized deadline reminders, and single sign-on with existing state credentials, Gov2Go helps make sure agencies are collecting fees on time and with ease.



Gov2Go sends push notifications to users about upcoming deadlines, such as driver's license renewals. Once in the app, users have access to convenient features like one-click payments, shopping carts, single sign-on, and more.

## Comprehensive Payments Suite of Services

Our world-class PCI DSS compliant SaaS, comprehensive, and enterprise-class payment processing solution provides DMV administrators and customers alike the solution they need to manage for today's delivery and security requirements and simplify payments for motor vehicle agencies. Our solution was built for government and has processed over 460 million transactions and \$53 billion in 2022.

Our robust, streamlined solution accepts payments through multiple channels, including online, IVR, point-of-sale, kiosk, one-time and recurring payments. The solution supports multiple payment types from credit cards, to debit cards or ACH, as well as constantly adding new payment types to meet today's customer requirements, like Apple Pay, Google Pay, and Venmo.

- **Modular:** Features modules built specifically for government to support over-the-counter, online, mobile, subscription, check, recurring, and IVR payments, as well as APIs that support standards-based integration
- **Configurable:** Offers options such as data fields, merchant hierarchy, checkout user interface, types of payments accepted, how funds will settle, splitting transactions, and other business rules around reporting and disbursements.
- **Scalable:** Supports 400 million+ transactions annually for the benefit of all our federal, state, and local government partners
- **Portable:** Features mobile services through the Gov2Go app, including a payment wallet
- **Intelligent:** Leverages advanced intelligence services focused on enabling more intuitive resident engagements
- **Secure:** Features a proven layered and modular information security program to protect user information and systems, minimizing the agency's PCI responsibility and leveraging expertise and third-party assessors to validate security
- **Flexible:** Offers a customizable and configurable interface to ensure a unique and consistent experience catered to each agency's specific needs

The screenshot displays a payment interface with three main sections on the left and two on the right. The 'Transaction Detail' section contains a table with columns for SKU, Description, Unit Price, Quantity, and Amount. The 'Payment Type' section shows 'Credit Card' as the selected option. The 'Customer Information' section shows an address and phone number. The 'Transaction Summary' section on the right shows a total amount of \$38.95. The 'Need Help?' section provides instructions for credit card payments.

SKU	Description	Unit Price	Quantity	Amount
	REAL-ID Headstart Renewal	\$35.00	1	\$38.95
Total				\$38.95

**Transaction Summary**

REAL-ID Headstart Renewal	\$38.95
<b>TOTAL</b>	<b>\$38.95</b>

**Need Help?**

You have selected to pay by credit card. Complete Customer Billing information and enter Credit Card information.

Tyler Payments supports multiple payment types: credit cards, debit cards, ACH, Apple Pay, Google Pay, Venmo and, in some cases, cash through CheckFreePay.

**Modernize your motor vehicle services today.**

Contact Bob Sanders:  [Bob.Sanders@tylertech.com](mailto:Bob.Sanders@tylertech.com)  (501) 324-8915

## About Tyler Technologies

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients turn actionable insights into opportunities and solutions for their communities. Tyler has more than 40,000 successful installations across nearly 13,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler has been recognized numerous times for growth and innovation, including Government Technology's GovTech 100 list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at [tylertech.com](https://tylertech.com).

[info@tylertech.com](mailto:info@tylertech.com) | 1-833-895-3783 | [tylertech.com](https://tylertech.com)



**Empowering people who serve the public®**