

## Customer Service is a Top Priority!

The Department of State Web site is designed to put information and access at your fingertips. Michigan residents can now conduct a wide range of business with the Department of State from the comfort of their homes. Visit [www.Michigan.gov/sos](http://www.Michigan.gov/sos) to find information about Department of State services, programs, documents, and forms.

### **Skip the Trip – Save Time, Renew ONLINE! — [www.Michigan.gov/sos](http://www.Michigan.gov/sos)**

Renewing your registration via the Internet is quick and easy. The Department of State now offers the ability to renew cars, trucks, motor homes, boats, jet skis, and other watercraft online. You can renew online 24 hours a day, seven days a week at [www.Michigan.gov/sos](http://www.Michigan.gov/sos).

License plate renewals are also a snap at a Department of State Self-Service Station, available at PLUS offices and SUPER!Centers. If you have Discover, Visa, or MasterCard and your renewal notice is stamped with a personal identification number, you can simply scan, pay, and go.

Residents may also renew by touch-tone telephone or mail. Look for instructions about all of the renewal options in the brochure enclosed with your renewal notice. License plate tabs and watercraft decals will arrive by mail within 14 days.

### **About Our Branch Offices**

- All Secretary of State offices take cash, checks, or money orders.
- PLUS offices and SUPER!Centers also take Discover and MasterCard at the counter – a nominal service fee is assessed.
- Hours: 9 a.m. to 5 p.m., Monday, Tuesday, Thursday and Friday; 11 a.m. to 7 p.m. on Wednesday. Please note: Offices located in some larger cities are open from 9 a.m. to 5 p.m. on Wednesday.
- PLUS offices and SUPER!Centers are open from 9 a.m. to 7 p.m. on Wednesday.
- SUPER!Centers offer Saturday hours from 9 a.m. to noon.
- Small offices may close for a lunch hour, and all offices are closed on state holidays.
- Visit the Department of State Branch Office Locator at [www.Michigan.gov/sos](http://www.Michigan.gov/sos) for information about office locations, hours, and services.

### **Access for Disabled Individuals**

Individuals with a disability will find Secretary of State offices in compliance with standards established by the Americans with Disabilities Act (ADA). If you need accommodation or have been denied services, telephone (888) SOS-MICH (767-6424). Hearing-impaired customers may access the department's telephone number by calling the Michigan Relay Center at (800) 649-3777.

### **Sign Language Interpreters**

Customers can request Ameslan (American Sign Language) interpreters in advance of an office visit or may use an interpreter they know. The Department of State compensates sign language interpreters. For more information, please contact the department at (888) SOS-MICH (767-6424), through the Michigan Relay Center at (800) 649-3777.

### **Foreign Language Tests**

Original driver's license tests are available in many foreign languages, with English and Spanish versions available on audiotape.

**For general information not listed above, please call the Michigan Department of State Information Center at (888) SOS-MICH (767-6424). Hearing-impaired customers may access the department's telephone number by calling the Michigan Relay Center at (800) 649-3777.**



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