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State of Alabama Department of Revenue

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April 29, 2014

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MEMORANDUM

2014-11

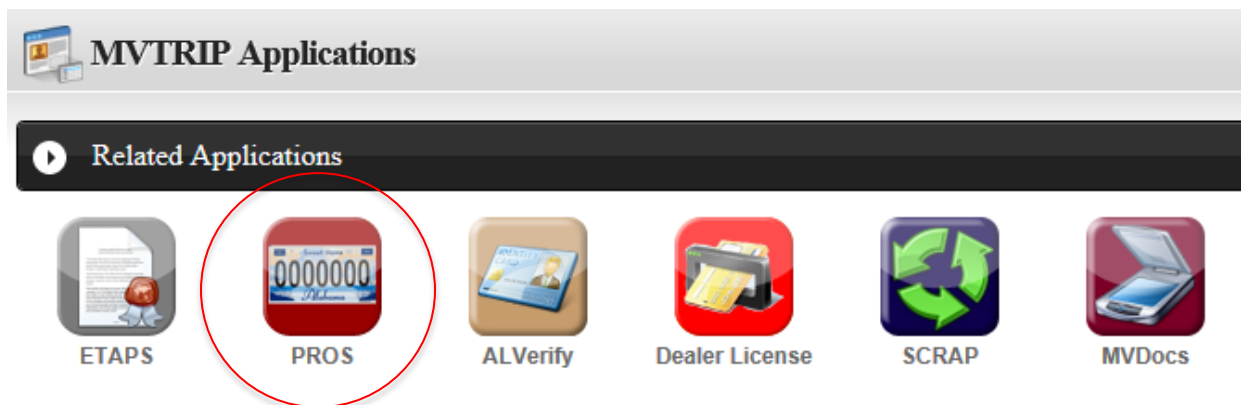
TO: License Plate Issuing Officials

FROM: Sherry Helms, Registration Unit *SH*
Motor Vehicle Division

SUBJECT: New Version of Plate Reservation and Ordering System (PROS), May 1, 2014


A new version of the Motor Vehicle Division Plate Reservation and Ordering System (PROS) will be available Thursday, May 1, 2014. You may access PROS in one of two ways:

1. Select "Related Applications" in the MVTRIP Application. You will be required to log into PROS using your MVTRIP username and password or
2. Log into MVTRIP and select PROS from the "Related Applications" area. You will automatically be logged into PROS using this method.



A system user guide is attached and will also be available from within the application upon login.

If you have any questions regarding this matter, please contact the Motor Vehicle Division at:
tags@revenue.alabama.gov or (334) 242-9006.



Department of Revenue
Motor Vehicle Division

[PLATE RESERVATION AND ORDERING SYSTEM - PROS]

This document will offer detailed instructions on how to place an order for a reserved plate.

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Introduction

Alabama Department of Revenue (DOR) offers a variety of distinctive license plates for motor vehicles to all registrants. The plate Reservation and Ordering System (PROS) allows registrants to reserve personalized Collegiate, Military, Specialty, Generic Specialty and Standard license plates and utilize other plate management features. This is all done through a simple, always available online interface.

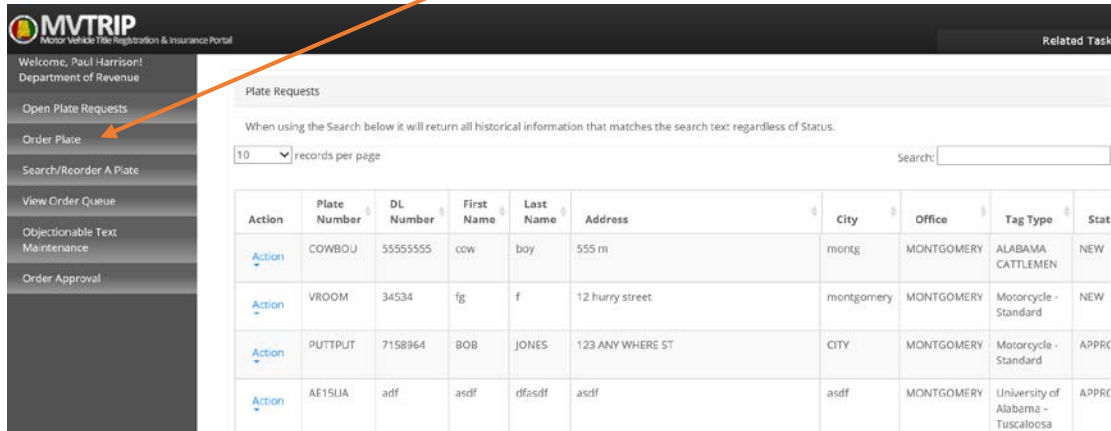
Reserving a Plate for a Registrant

If a registrant comes into your office without a previous reservation, please follow the following steps to reserve and order the tag on their behalf.

1. After logging into MVTRIP, click on the PROS Icon under "Related Applications."

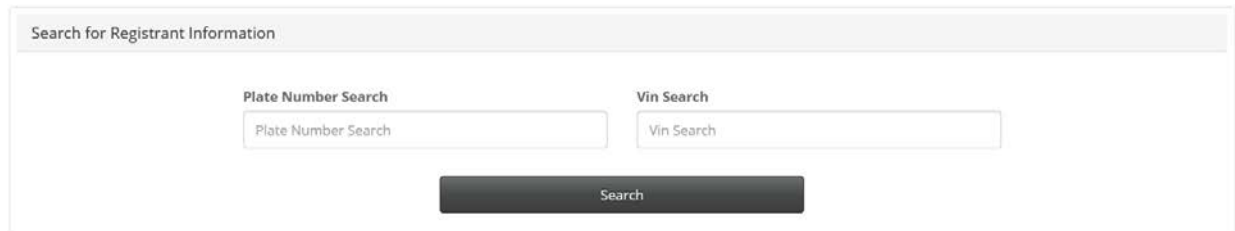


2. After logging in, you will see a navigation bar along the left side of the screen with 5 options as well as the current open tag orders. Click on the "Order Plate" option on the left side of the screen.



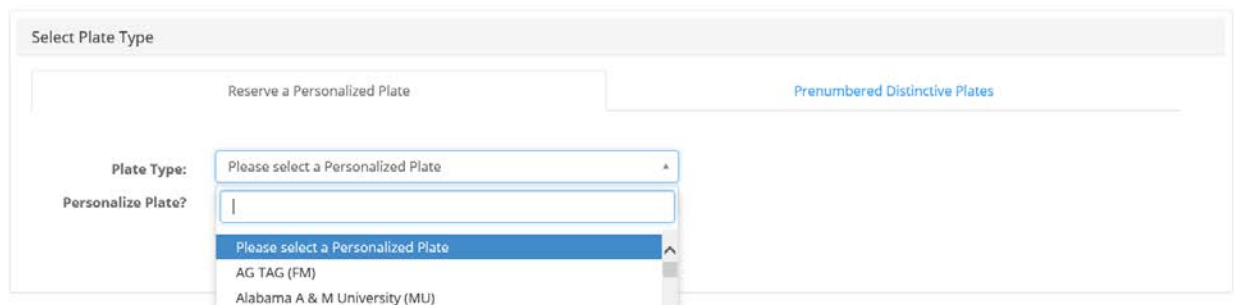
3. You will be taken to an order page. The following directions are broken into smaller pieces, but are all on a single web page.

- a. You have the ability to query the ADOR registration database to look up a registrant's information by searching for a plate number or vehicle VIN. Enter either piece of information in the space provided and click on search. If a matching record is found, it will populate all of the registrant's current information. ****PLEASE VERIFY THAT ALL DATA IS CURRENT****



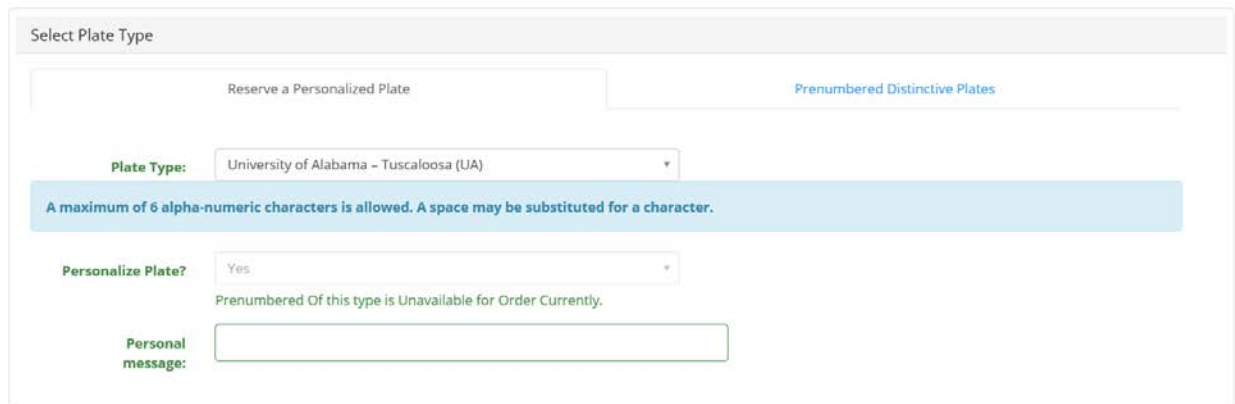
The form is titled "Search for Registrant Information". It contains two input fields: "Plate Number Search" and "Vin Search". Below these fields is a "Search" button.

- b. In the next section, you will find and enter the personalized plate information on the registrant's behalf. Select the plate type first from the drop down list. You can type in to search for a particular tag or use the scroll bar to find it in the list.



The form is titled "Select Plate Type". It has two tabs: "Reserve a Personalized Plate" (selected) and "Prenumbered Distinctive Plates". Under the "Reserve a Personalized Plate" tab, there is a "Plate Type:" label and a dropdown menu. The dropdown menu is open, showing options: "Please select a Personalized Plate", "AG TAG (FM)", and "Alabama A & M University (MU)". There is also a "Personalize Plate?" label and an input field.

- c. Once you have found the correct plate type, you will be shown the maximum number of characters allowed on the plate and given the opportunity to enter a personal message.



The form is titled "Select Plate Type". It has two tabs: "Reserve a Personalized Plate" (selected) and "Prenumbered Distinctive Plates". Under the "Reserve a Personalized Plate" tab, the "Plate Type:" dropdown menu is now set to "University of Alabama - Tuscaloosa (UA)". A blue banner displays the message: "A maximum of 6 alpha-numeric characters is allowed. A space may be substituted for a character." Below this, the "Personalize Plate?" dropdown menu is set to "Yes". A message states: "Prenumbered Of this type is Unavailable for Order Currently." At the bottom, there is a "Personal message:" label and an input field.

- d. Enter the message that the registrant would like to have on their personalized plate. If the message is allowed, you will see a green check box and have the ability to preview what the tag would look like.

The screenshot shows a web form titled "Personalize Plate?". At the top, there is a dropdown menu with "Yes" selected. Below it, a green message states: "Prenumbered Of this type is Unavailable for Order Currently." Underneath, there is a text input field labeled "Personal message:" containing the text "UA M6". To the right of this field is a green checkmark icon. Below the input field is a button labeled "Preview Plate".

- e. If the message is reserved, in use by another registrant or is banned, you will receive an error message and a red X denoting that it is not available.

The screenshot shows the same "Personalize Plate?" form. The dropdown menu still has "Yes" selected. The green message "Prenumbered Of this type is Unavailable for Order Currently." is present. Below it, a new message appears: "This Text is reserved. Please Try again!". The "Personal message:" input field now contains "UA M5". To the right of the input field, there are two red "X" icons, indicating an error.

- f. Once you have found a personalized message and tag that the registrant wishes to order, you will proceed to the registrant information section. If you entered a tag or VIN to lookup, the data will be populated if the registrant information was found.

The screenshot shows a web form titled "Enter Registrant Information". It contains several fields for personal and vehicle information. Annotations with orange arrows point to specific fields: one points to the "Office Location" dropdown, another to the "Would you like to mail your plate to the selected licensing office?" dropdown, and a third to the "Review Order" button at the bottom. The form fields include: "Office Location" (dropdown), "Would you like to mail your plate to the selected licensing office?" (dropdown), "Owner Drivers License Number" (text), "Owner First Name" (text), "Owner Middle Name" (text), "Owner Last Name" (text), "Vehicle Year" (text), "Vehicle VIN" (text), "Vehicle Make" (text), "Vehicle Model" (text), "Owner Address Line 1" (text), "Owner Address Line 2" (text), "Owner City" (text), "Owner State" (text), "Owner Zip Code" (text), "Personal Phone Number" (text), "Personal email address" (text), "Clerk Name" (text), and "Please provide any additional Comments" (text).

Select the office location that you are currently in from the first drop down box.

If the registrant wants to have the plate sent to the local office for them to pick up, change the next option to yes. The default is to have it shipped directly to the registrant.

Please verify all of the registrant's personal information and vehicle information. This is required to complete the reservation.

Enter the registrant's phone number and email address. The email address will be needed in order to send a receipt to the registrant. If they do not have an email address, leave it blank. You can print out a receipt for them later in the process.

When finished click on the "Review Order" button.

4. You will be taken to a review page. Please have the registrant verify that all pieces of information are correct.

Review Plate Request

Please review your plate request. If you are satisfied, then click the "Submit Plate Order" button to order your plate.

Office Location:
Mail to: License Office
Plate Type: University of Alabama - Tuscaloosa
Plate Number: UA M5
Plate Type Code: UA 02

Preview Plate



Driver's License Number: 1234567

Name:	John Doe
Address:	123 Somewhere St
City:	Tuscaloosa
State:	AL
Zip Code:	35405
Vehicle Make:	BMW
Vehicle Model:	M6
Vehicle Year:	2012
VIN:	1234567890ABCDEF
Phone Number:	(123) 456-7890
Email:	registrant@revenue.alabama.com
Clerk:	Clerk
Comments:	

☒ Please send me an email receipt of my plate order request.

OR

5. If the registrant would like a copy of the receipt emailed to them, be sure to click on the check box at the bottom of the page. When finished click on the "Submit Tag Order" button.


☒ Please send me an email receipt of my plate order request.

OR

Your reservation has now been placed. If this was a personalized tag, it will need to be approved by ADOR. Once approved, you will need to click on the order button using the instructions detailed on page 7. If this was a pre-numbered tag, please proceed to the open tag requests and order the tag.

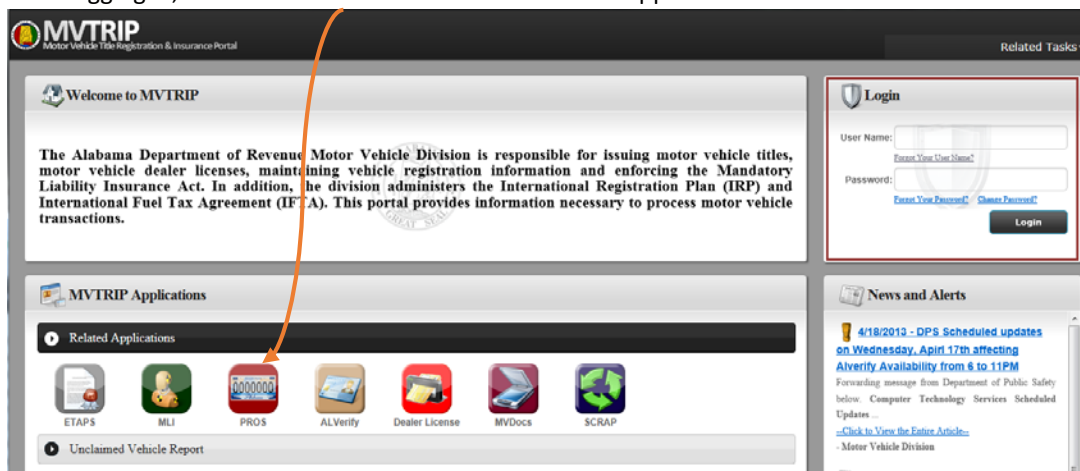
Ordering an Already Reserved Plate

Registrants have the ability to reserve a personalized or pre-numbered license plate through the system prior to arriving at your local office. Please follow the following steps to fulfill their order via the PROS system.

1. Open your web browser (typically Internet Explorer ) and navigate to <https://pros.mvtrip.alabama.gov>
2. Once there, login to the site by entering your CapsLock username and password into the upper right hand corner of the main MVTRIP portal page



3. After logging in, click on the "PROS" Icon under "Related Applications."



- After logging in, you will see a navigation bar along the left side of the screen with 5 options as well as the current open tag orders.

Welcome, Paul Harrison Department of Revenue Open Plate Requests Order Plate Search/Order A Plate View Order Queue Objectable Text Maintenance Order Approval										
Plate Requests										
When using the Search below it will return all historical information that matches the search text regardless of Status.										
10 records per page Search:										
Action	Plate Number	DL Number	First Name	Last Name	Address	City	Office	Tag Type	Status	Date
Action	COWBOU	5555555	cow	boy	555 m	montg	MONTGOMERY	ALABAMA CATTLEMEN	APPROVED	4/22/14
Action	VROOM	34534	fg	f	12 hurry street	montgomery	MONTGOMERY	Motorcycle - Standard	NEW	4/21/14
Action	PUTTPUT	7158964	BOB	JONES	123 ANY WHERE ST	CITY	MONTGOMERY	Motorcycle - Standard	APPROVED	4/21/14
Action	AEISGA	asdf	asdf	dfesdf	asdf	asdf	MONTGOMERY	University of Alabama - Tuscaloosa	APPROVED	4/21/14
Action	ASDFFF	asdf	asdf	asdf	asdf	asdf	MOBILE	UNIVERSITY OF ALABAMA - BIRMINGHAM	NEW	4/18/14
Action	ASDFFF	asdf	asdf	asdf	asdf	asdf	MOBILE	Tuskegee University	NEW	4/18/14
Action	ASDFFF	asdf	asdf	asdf	asdf	asdf	MOBILE	Troy University	NEW	4/18/14
Action	ASDFEL	asdf	asdf	asdf	asdf	asdf	BALDWIN	Talladega College	NEW	4/18/14
Action	ASDFE	asdf	asdf	asdf	asdf	asdf	BALDWIN	Stillman College	NEW	4/18/14
Action	AEBESE	asdf	asdf	asdf	asdf	asdf	JEFFERSON	Spring Hill College	NEW	4/18/14

- You can search for any tag reservation that has been placed in the system by typing in the tag number, first name, last name, address or city.

Plate Requests										
When using the Search below it will return all historical information that matches the search text regardless of Status.										
10 records per page Search:										
Action	Plate Number	DL Number	First Name	Last Name	Address	City	Office	Tag Type	Status	Date
Action	COWBOU	5555555	cow	boy	555 m	montg	MONTGOMERY	ALABAMA CATTLEMEN	APPROVED	4/22/14
Action	VROOM	34534	fg	f	12 hurry street	montgomery	MONTGOMERY	Motorcycle - Standard	NEW	4/21/14
Action	PUTTPUT	7158964	BOB	JONES	123 ANY WHERE ST	CITY	MONTGOMERY	Motorcycle - Standard	APPROVED	4/21/14

- You will be able to check on the status of the plate by looking at the status column. The tag can either be "NEW" meaning that it has just been reserved and has not yet been approved by ADOR. The "APPROVED" status lets you know that you can now order this tag to be printed.

Status	Date
APPROVED	4/22/2014
NEW	4/21/2014

- Once you have found the reservation that has been placed, you have a few options.
 - Edit – This allows you to update any information that was entered by the registrant, including the tag number requested and their personal information.
 - Order – This will allow you to order an approved tag. Once clicked, you will be required to enter the DL# of the registrant, and it will send the order to be printed. This option will not be available for any reservations that have not been approved by ADOR.
 - Cancel – This will cancel the order. You can use this option if the registrant changed their mind and no longer wish to order the tag that they reserved.

If the tag is ordered, if the registrant opted to have the tag shipped to your local office, they will need to come pick it up in 4-6 weeks. If they opted to have it shipped to their mailing address, they will receive it in 4-6 weeks.

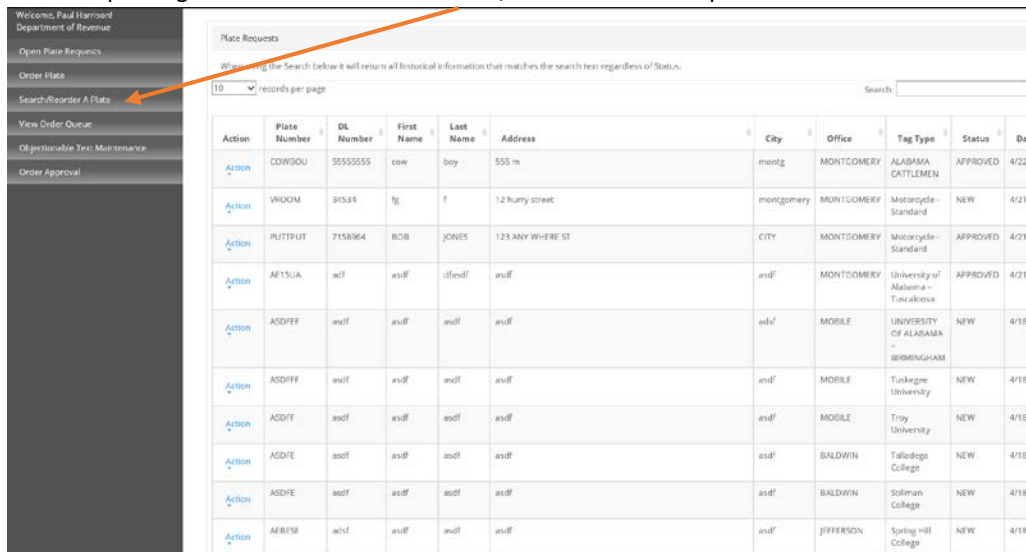
Reordering an existing plate

You can reorder an existing plate for a new tag design, new tag type or a replacement tag.

1. After logging into MVTRIP, click on the PROS Icon under “Related Applications.”



2. After logging in, you will see a navigation bar along the left side of the screen with 5 options as well as the current open tag orders. Click on the “Search/Reorder a Plate” option on the left side of the screen.



3. You will be able to look up the registrant information for reorder from the following screen. Please enter the existing tag number or VIN.

Search for Registrant Information

Plate Number Search

Vin Search

- If any valid records are returned, they will be shown in a list below the search function.

Search for Registrant Information

Plate Number Search

Vin Search

TEST

Vin Search

Search

Search Results

Action	Plate Number	DL Number	First Name	Last Name	Address	City	Office	Tag Type	Make	Model	Year	Created Date
Reorder	TEST	1234567	TEST	PERSON	23 SOME ST	ANY	TUSCALOOSA	PC	JEEP	WRANGLER	2006	4/22/2014 10:45:16 AM

- Click on the “Reorder” link next to the record that matches the item you wish to reorder. This will lead to the order plate screen. All of the registrant’s information along with the plate information will be pre-populated. Verify that all information is current and correct. Click on the “Review Order” button at the bottom of the screen to proceed.

Enter Registrant Information

Office Location:

Select an Option

Would you like to mail your plate to the selected licensing office?

No

Owner Drivers License Number:

1234567

Owner First Name:

John

Owner Middle Name:

Owner Middle Name

Owner Last Name:

Doe

If you enter a valid VIN Number it will autopopulate the rest of the Vehicle Information

Vehicle Year:

2012

Vehicle VIN:

1234567890ABCDEFGH

Vehicle Make:

BMW

Vehicle Model:

M6

Owner Address Line 1:

123 Somewhere St

Owner Address Line 2:

Owner Address Line 2

Owner City:

Tuscaloosa

Owner State:

AL

Owner ZipCode:

35405

Personal Phone Number:

(123) 456-7890

Personal email address:

registrant@revenue.alabama.com

Clerk Name:

Clerk

Please provide any additional Comments:

Review Order

- You will be taken to a review page. Please have the registrant verify that all pieces of information are correct.

Review Plate Request

Please review your plate request. If you are satisfied, then click the "Submit Plate Order" button to order your plate.

Office Location: TUSCALOOSA
Mail to: License Office
Plate Type: Passenger/Pickup/Van
Plate Number: TEST
Plate Type Code: PC 02

Preview Plate



Driver's License Number: 1234567
Name: TEST PERSON
Address: 23 SOME ST
City: ANY
State: AL
Zip Code: 55555
Vehicle Make: JEEP
Vehicle Model: WRANGLER
Vehicle Year: 2006
VIN: 1234567890ABCDEF
Phone Number: (123) 456-7890
Email:
Clerk: Paul Harrison
Comments: Reorder

☒ Please send me an email receipt of my plate order request.
[Submit Plate Order](#) OR [Go Back and Change Something](#)

- If the registrant would like a copy of the receipt emailed to them, be sure to click on the check box at the bottom of the page. When finished click on the "Submit Plate Order" button.

☒ Please send me an email receipt of my plate order request.
[Submit Plate Order](#) OR [Go Back and Change Something](#)

- Click on the "Open Plate Requests", you will need to periodically check to see when this is approved to complete the order for the registrant.

Welcome, Paul Harrison
Department of Revenue

Open Plate Requests

Order Plate

Search/Reorder A Plate

View Order Queue

Objectable Text Maintenance

Order Approval

Plate Requests

When using the Search below it will return all historical information that matches the search text regardless of Status.

TS records per page

Search:

Action	Plate Number	DL Number	First Name	Last Name	Address	City	Office	Tag Type	Status	Date
Action	COWBOU	5555555	cow	boy	555 m	montg	MONTGOMERY	ALABAMA CATTLEMAN	APPROVED	4/21/2018
Action	VROOM	34534	fg	f	12 busy street	montgomery	MONTGOMERY	Motorcycle - Standard	NEW	4/21/2018
Action	PUTTPUT	7158954	DOB	JONES	123 ANY WHERE ST	CITY	MONTGOMERY	Motorcycle - Standard	APPROVED	4/21/2018
Action	AL15UA	asd	asd	dfoad	asd	asd	MONTGOMERY	University of Alabama - Tuscaloosa	APPROVED	4/21/2018
Action	ASOFF	asd	asd	asd	asd	asd	MOBILE	UNIVERSITY OF ALABAMA - BIRMINGHAM	NEW	4/18/2018
Action	ASOFF	asd	asd	asd	asd	asd	MOBILE	Tuskegee University	NEW	4/18/2018
Action	ASOFF	asd	asd	asd	asd	asd	MOBILE	Troy University	NEW	4/18/2018
Action	ASOFE	asd	asd	asd	asd	asd	BALDWIN	Talladega College	NEW	4/18/2018
Action	ASOFE	asd	asd	asd	asd	asd	BALDWIN	Soliman College	NEW	4/18/2018
Action	AEBESE	asd	asd	asd	asd	asd	JEFFERSON	Spring Hill College	NEW	4/18/2018

9. You can search for any tag reservation that has been placed in the system by typing in the tag number, first name, last name, address or city.

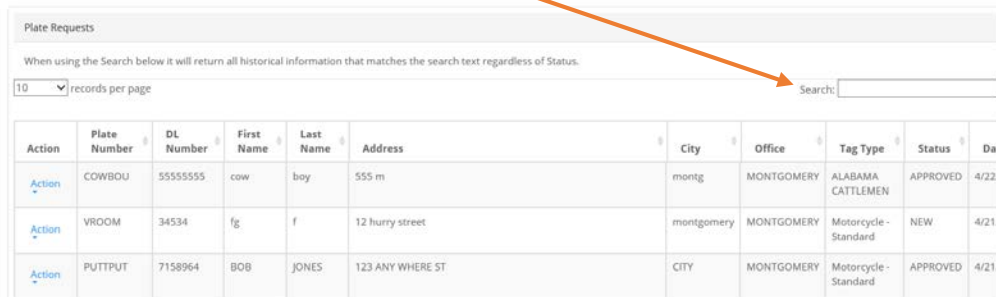


Plate Requests

When using the Search below it will return all historical information that matches the search text regardless of Status.

10 records per page

Search:

Action	Plate Number	DL Number	First Name	Last Name	Address	City	Office	Tag Type	Status	Date
Action	COWBOU	55555555	cow	boy	555 m	montg	MONTGOMERY	ALABAMA CATTLEMEN	APPROVED	4/22/
Action	VROOM	34534	fg	f	12 hurry street	montgomery	MONTGOMERY	Motorcycle - Standard	NEW	4/21/
Action	PUTTPUT	7158964	BOB	JONES	123 ANY WHERE ST	CITY	MONTGOMERY	Motorcycle - Standard	APPROVED	4/21/

10. You will be able to check on the status of the plate by looking at the status column. The tag can either be "NEW" meaning that it has just been reserved and has not yet been approved by ADOR. The "APPROVED" status lets you know that you can now order this tag to be printed.

Status	Date
APPROVED	4/22/2014
NEW	4/21/2014

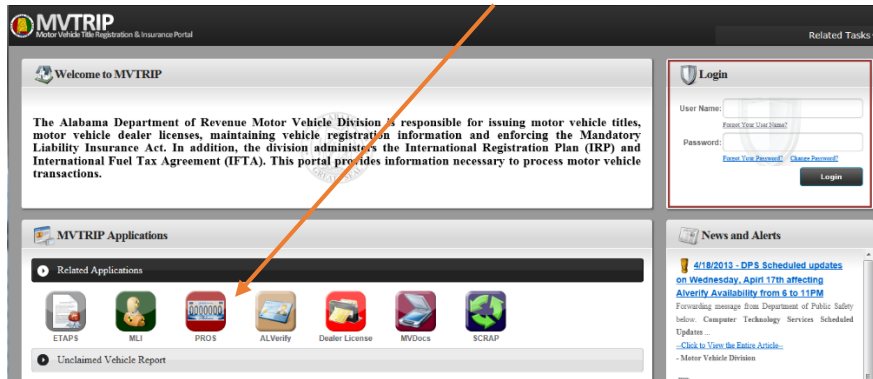
11. Once you have found the reservation that has been placed, you have a few options.
- 1) Edit – This allows you to update any information that was entered by the registrant, including the tag number requested and their personal information.
 - 2) Order – This will allow you to order an approved tag. Once clicked, you will be required to enter the DL# of the registrant, and it will send the order to be printed. This option will not be available for any reservations that have not been approved by ADOR.
 - 3) Cancel – This will cancel the order. You can use this option if the registrant changed their mind and no longer wish to order the tag that they reserved.

If the tag is ordered, if the registrant opted to have the tag shipped to your local office, they will need to come pick it up in 4-6 weeks. If they opted to have it shipped to their mailing address, they will receive it in 4-6 weeks.

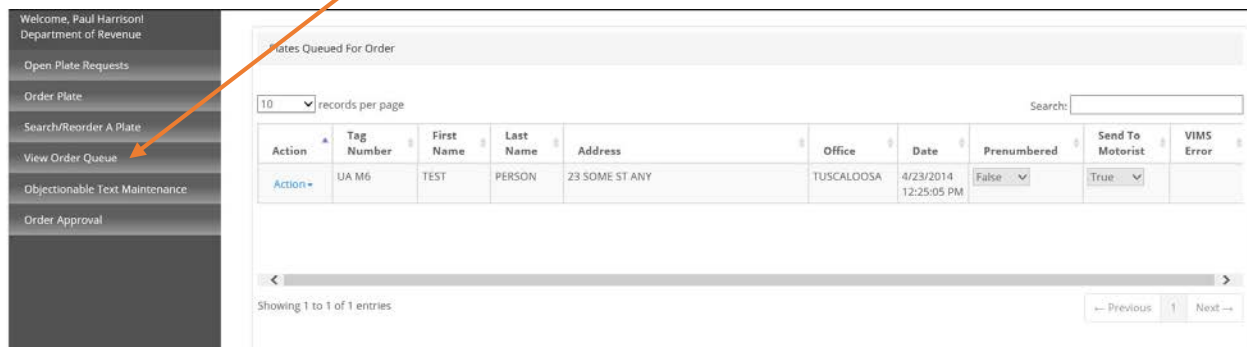
View Order Queue

The view order queue will allow you to see all orders that have been placed and allow you to edit or cancel them in case your registrant comes back with an issue with the order. You will only have 5 days after ordering the tag to make changes or cancel it.

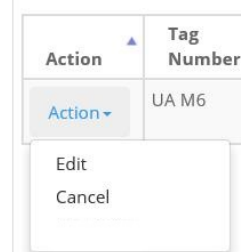
1. After logging into MVTRIP, click on the PROS Icon under “Related Applications.”



2. Click on the “View Order Queue” option from the left side of the screen.



3. You will be able to search for the appropriate order by searching on any of the order information including tag number, name or address. Once you have found the item you wish to changed, click on the blue “Action” icon next to the record. You will have the options to either edit or cancel the order.



- When clicking “Edit”, you will be given a form page to edit all of the pertinent information for the order. Please update any pieces of information that needs changing and click on “Save Changes” at the bottom of the screen. This will place the order back in the queue.

Queued Plate Order Editor

Edit Personal Information

Office Location: VESTAVIA HILLS

FirstName: TEST

LastName: PERSON

MiddleInit:

AddressLine1: 23 SOME ST

AddressLine2:

City: ANY

SendToMotorist: TRUE

State: AL

Zip: 35555

Edit Plate Type

Reserve a Personalized Plate | [Pre-numbered Distinctive Plates](#)

Plate Type: Passenger/Pickup/Van (PC)

Personalize Plate?: No

Personal message: (UP TO 45)

Save Changes

- If you cancel the order, it will be removed from the order queue. ****Please double check to make sure you are canceling the correct order. ADOR will NOT be able to reverse this change****