



JULIE P. MAGEE
Commissioner

State of Alabama Department of Revenue

(www.revenue.alabama.gov)
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September 18, 2014

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Deputy Commissioner

CURTIS E. STEWART
Deputy Commissioner

MEMORANDUM

2014-24

TO: License Plate Issuing Officials

FROM: Sherry Helms, Registration Manager SCH
Motor Vehicle Division

SUBJECT: Plate Reservation and Ordering System (PROS) Updates

Updates to the Motor Vehicle Division Plate Reservation and Ordering System (PROS) are now available as detailed below. These changes were implemented based on feedback we received from the licensing officials' offices to better serve your needs and to attempt to simplify the personalized plate ordering process.

1. Status names were changed to better identify where a plate order is in the process as summarized below.

Current Status Name	New Status Name	Definition (from page 8 of guide)
QUEUED	ORDERED	Plate request ordered, but not yet sent to be manufactured. Request can still be cancelled.
ORDERED	SENT TO TAG PLANT	Plate request ordered and sent to be manufactured. Request cannot be cancelled.
ERRED	ERROR	Error in plate request. Contact ADOR.

2. You no longer need to wait for a reorder to be approved by ADOR, the reorder will be sent directly to Approved status to allow you to complete the order of the plate.
3. There are now four (4) menu items available from the left side of the system including: Review Current Reservations, Reserve Plate, Reorder Plate, and the PROS User Guide.
4. The search feature from the Review Current Reservations menu item was simplified to remove status filters.

An updated system user guide is available from within the PROS application upon login at: <https://pros.mvtrip.alabama.gov/Home/OpenPlateRequests>.

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