



# State of Alabama Department of Revenue

(www.revenue.alabama.gov)  
50 North Ripley Street  
Montgomery, Alabama 36132

March 10, 2015

**MICHAEL E. MASON**  
Assistant Commissioner

**JOE W. GARRETT, JR.**  
Deputy Commissioner

**CURTIS E. STEWART**  
Deputy Commissioner

## MEMORANDUM

2015-008

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) will be available, Wednesday, March 11, 2015, as detailed below. These changes are being 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. The navigation screen currently located on the left side of the website will be moved to the top of the page on a horizontal bar below the MVTRIP banner.
  - a. **Drop Down Menus:**
    1. **Reservations**
      - a. **Review Current Reservations**
      - b. **Reserve Plate**
      - c. **Reorder Plate**
    2. **Reports**
      - a. **Tag Detail Report** – allows clerk to filter reservations by: date range, order status, and personalized versus pre-numbered.
2. Updates to the Reservation page and Reorder page:
  - a. There is now an option to add a **“Mailing Address”** if the owner requires the plate to be mailed to an alternate address.
  - b. If the **“Would you like to mail your plate to the selected licensing office?”** is set to **“YES”**, both the taxpayer's address and the licensing office's address is shown on the review request screen and printout. Licensing office address is auto-populated with the mailing address information on record with the motor vehicle division (this is only set for the main offices of each county now).
  - c. The **“Successful Plate Reservation Printout”** now shows the **Clerk Name**.
3. **“Successful Plate Reservations”** are now clearly posted with a green background at the top of the reservation form.
4. **“Error Messages”** are now clearly posted with a red background at the top of the reservation form.

License Plate Issuing Officials

March 10, 2015

Page 2

5. A **“Notes”** section has been added to the **Review Current Reservations** page to notify the licensing offices of any pertinent information related to a plate order, i.e. if a plate was returned to ADOR and ADOR has mailed the plate to the main licensing office of the county. Licensing offices also have the ability to add a note to a plate order as well, i.e. to indicate customer has picked up the plate from their offices.
  - a. If a note is present for a plate it will be indicated by a **“Blue Triangle”**. Notes are accessible from the **“Action Drop Down”** as well as by selecting the **“Blue Triangle”**.
  
6. The public website now adapts to mobile web browsers to improve user experience. The carousel of plate types has been replaced with a tabbed list of plates to choose from.

An updated system user guide will be available from within the PROS application upon login at:

<https://pros.mvtrip.alabama.gov/Reservations/Help>.

If you have any questions regarding this matter, please contact the Motor Vehicle Division at:

[tags@revenue.alabama.gov](mailto:tags@revenue.alabama.gov) or (334) 242-9006.