



JULIE P. MAGEE
Commissioner

State of Alabama Department of Revenue

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

September 22, 2015

MICHAEL E. MASON
Assistant Commissioner

JOE W. GARRETT, JR.
Deputy Commissioner

CURTIS E. STEWART
Deputy Commissioner

MEMORANDUM

2015-021

TO: License Plate Issuing Officials

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

SUBJECT: PROS System Updates

Updates to the Motor Vehicle Division Plate Reservation and Ordering System (PROS) will be available on Wednesday, September 22, 2015. These changes are the result of feedback received from licensing officials' offices.

1. From the Review Plate Request page, the "Print" button can be selected to produce a Plate Order Information form for the registrant to sign and date acknowledging the registrant and plate message information as shown to be ordered is correct. This should be done before selecting the "Submit Plate Order" button. The form can be maintained with the licensing official's registration records.
2. The Plate Order Receipt, available to provide to the vehicle registrant, now contains an area to attach the month and year decals and includes language instructing the registrant to attach the decals to the plate upon receipt.
3. If a clerk attempts to reorder a plate that has been ordered and is in the order queue, they will receive a message informing them that the plate is not being ordered because it exists already in the order queue. If they feel there is any error, they are given instruction to contact our offices.

An updated PROS user manual will be available from within the PROS application upon login at:
<https://pros.mvtrip.alabama.gov/Reservations/Help>.

If you have any questions regarding the PROS application, please contact the Registration Unit at:
tags@revenue.alabama.gov or (334) 242-9006.