



## INFORMATION NOTICE

### DIVISION OF MOTORIST SERVICES

<b>DATE: 07/10/2014</b>	<b>Information Notice (INFO) RS/TL14-016</b>
<b>SUBJECT: Ordering Personalized License Plates</b>	

#### **Overview:**

When a tax collector office or tag agency orders a personalized license plate, the registration side of FRVIS allows either the letter O or the number 0 (zero) to be entered; however, the inventory side will not. The inventory side of FRVIS will convert the letter O to the number 0 (zero) and only process these tag configurations using the number 0 (zero).

#### **Details:**

PRIDE receives requests from tax collector offices and tag agencies for both the letter O and the number 0 (zero); however, it only manufactures personalized license plates using the number 0 (zero).

This may be causing tag agencies problems when a customer is expecting their personalized license plate to contain the letter O and receives it with the number 0 (zero) instead.

Anytime a customer requests a personalized license plate configuration with the letter O, inform them that we only manufacture license plates with the number 0 (zero). Please ensure that customers understand they will not receive a license plate with the letter O.

To prevent future confusion between office and agency clerks and customers, please process future personalized license plate requests using the number 0 (zero) only.

#### **Conclusion:**

If you have questions or need additional information, please contact your Field Support Help Desk.