



IMPORTANT NOTICE

October 5, 2012

TO: Tax Collectors and License Plate Agencies
FROM: Division of Motorist Services, Bureau of Issuance Oversight
SUBJECT: General Decal Control (GDC) Issue

A GDC issue was recently reported to the Inventory Control Unit. The following should clarify and also offer a solution to avoid this problem in the future:

Issue:

Some of the processing agencies called and stated they were not able to issue a registration to their customer due to a VDC (GDC) error message (“NO MORE VDC”) they were receiving in the Florida Real-Time Vehicle Information System (FRVIS).

The Inventory Control Unit reported the issue to the Information Systems Administration (ISA). They offered a solution and the Inventory Control Unit assisted the agencies by guiding them through the step by step process until the issue was resolved.

Solution:

When a county receives its GDC inventory, it will automatically go into the **00 bin**. An agency should NOT issue GDCs from the **00 bin**.

Instead, the agency should choose another bin to issue from and move up to 5,000 of their GDC inventory from the **00 bin** to this chosen **bin**. There should never be more than 5,000 decals in this **bin** at one time.

If you still receive the “**NO MORE VDC**” error, log out of FRVIS. You may then log back on and attempt to issue the registration. If you still receive the error message, contact the Inventory Control Unit at (850) 617-2807 for assistance.