

Attachment 1 - Plate to Owner Processing

Questions to ask the customer:

1. Were you the previous owner of the vehicle the license plates were on?

Yes – Continue to question 2.
Verify in RTS as shown below.

No – Stop. Issue new plates.

2. Did you remove both license plates?

Yes – Continue to question 3.

No – Stop. Issue new plates if customer only has one plate.
(Destroy registration sticker)

3. Are your license plates being transferred to the same classification of vehicle (car-to-car; light truck-to-light truck)?

Yes – Continue to question 4.

No – Stop. Issue new plates for new vehicle classification.

4. Did you submit a *Vehicle Transfer Notification* (Form VTR-346)?

Yes – Thank the customer.

No – Encourage customer to complete a Form 346 to protect from liability for post-sale parking tickets, etc.

Actions

Run an Inquiry on plate number in RTS to verify Name and Plate Age on record.

	Plate Age Unknown	Plate Age "5" or Less	Plate Age "6"	Plate Age "7" or More	Plate shows 'cancelled'
Name Match	Enter 3 years	Transfer plates	Give customer option for no charge new plates	STOP. Issue new plates.	STOP. Issue new plates.
No Name Match	STOP - unless customer has past registration receipt w/ name match	STOP - unless customer has past registration receipt w/ name match	STOP - unless customer has past registration receipt w/ name match.	STOP. Issue new plates.	STOP. Issue new plates.