Plate Transfer: Order a Replacement Personalized Plate

Revision Date: 3/12/2019

Overview

Plate Transfer: Order a Replacement Personalized Plate applies to passenger personalized, citizen band (CB) radio, amateur (HAM) radio, and original Minnesota plates. This function allows you to transfer a plate on to vehicle with current registration when:

1. Transferring a personalized plate to a vehicle in a different class
2. Transferring a plate that has been lost, damaged, or destroyed to same vehicle class
3. Transferring a plate in a Registration Change of Class or Registration Class Conversion

Note: Review Transfer Special Plate Scenarios Guides and Plate Picker Type Guides.

Review Documents

- Ensure the Application for Special Plates (PS2010) is complete.

Verify Vehicle Record – Car A

1. Locate and expand the vehicle record for the vehicle that originally held or holds the special plate (Car A).
2. Review the registration panel to determine if the special plate is assigned to Car A.

<table>
<thead>
<tr>
<th>If</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Plate appears with Expired registration</td>
<td>Proceed to Verify Vehicle Record – Car B</td>
</tr>
<tr>
<td>Special Plate has been Removed – Held by Owner</td>
<td>Proceed to Verify Vehicle Record – Car B</td>
</tr>
<tr>
<td>Special Plate has been Changed to a different plate style.</td>
<td>Proceed to Verify Vehicle Record – Car B</td>
</tr>
<tr>
<td>Else</td>
<td></td>
</tr>
<tr>
<td>Special Plate appears with Current registration</td>
<td>Change or Remove the plate based on the customer’s specific situation.</td>
</tr>
<tr>
<td>Special Plate appears with Future registration</td>
<td>Direct customer to come back 1st day of reg period</td>
</tr>
</tbody>
</table>

Note: Refer to the Plate Transferability Guide for additional assistance.
Verify Vehicle Record – Car B

1. Locate and expand the motor vehicle record for the vehicle receiving the special plates.
2. Verify that the customer owns the vehicle.
3. Verify the Vehicle Class is one that is authorized for the same type of plate.
4. Verify that Registration Expiration is current.

<table>
<thead>
<tr>
<th>If</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration is <strong>current</strong></td>
<td><strong>Proceed</strong></td>
</tr>
<tr>
<td>Registration is <strong>expired</strong></td>
<td><strong>Stop. Renew Registration prior to transferring the special plates.</strong></td>
</tr>
<tr>
<td>Registration is <strong>soon to expire</strong></td>
<td>** Proceed. If customer wishes to renew, do the Renew Registration transaction after finalizing the plate transfer.**</td>
</tr>
<tr>
<td>Registration interval begins at a <strong>future date</strong></td>
<td><strong>Stop. Advise the customer to come back on the first day of the registration interval.</strong></td>
</tr>
</tbody>
</table>

**Note:** Refer to the Plate Transferability Guide for additional information.

5. Click **Change/Transfer Plates** from the Actions drop-down.

Complete Plate Panel

1. Review message and click **Move to Plate**.
2. Select **Plate Transfer**: Order a Replacement Personalized Plate from the **Plate Picker Type** drop-down.

3. Enter the Plate name/number in the **Plate Message** field.
4. Click **Search**.
5. Enter the plate name in the **Plate Message** field and click **Search**.
6. Click anywhere in the resulting row to **select plate to recover**.

**Notes:** The **Back** button can be clicked at any point if edits to previous screens are needed. **Fees and Taxes** will update as you proceed through the transaction.

7. Select the appropriate **Plate Design** from the drop-down.
8. Click **Validate**.
9. Verify that the selected plate is **Valid**.
10. Review the **Requirements**.
11. Click **Move to Sticker**.

**Complete Sticker Panel**

- Click **Move to Barcodes**.
**Complete Barcode Panel**

1. Barcode and attach the PS2010 in the **Document Barcodes** field.
2. Click **Move to Summary**.

**Finalize Transaction**

1. Review registration information, taxes and fees with the customer.
2. Click **Back** if changes to the transaction need to be made.
3. Click **Add to Cart**.
4. Collect and process customer payment per office procedures.
5. Click **Check Out Now**.
6. Record payment information into MNLARS. Click **Apply Payment**.
7. Print the payment receipt, if desired. Click **Done**.

**Print Registration/Cab Card**

*Note:* Refer to the **Print Registration/Cab Card Job Aid** for Instructions.