

FREQUENTLY ASKED NEW METAL QUESTIONS

Question 1: Where are we going to put the month sticker since there is wording in that place?

Answer: The month and year decal will be combined and will go on the top right corner. There is no need to place a month decal in the decal corner. The rollout of the new configuration started the week of October 25, 2021. BIS pushed an update to Kiosk, STARS counties and continued to rollout the new design.

Question 2: Is there going to be an extra charge for the new metal?

Answer: There is not an additional charge to customers for new metal. Every customer with a green mountain background plate will receive the new design upon their renewal month. Regular registration fees will be calculated. There will be a \$5.00 fee for all that choose to renew by mail.

Question 3: What if a customer is wanting the new metal before they expire and are not in the 90-day frame to renew?

Answer: There will not be early renewals for customers. They will have to wait until their renewal month to receive the new license plate due to producing such a high volume of plates in the first year. This may change later in the year if production levels can accommodate. There will be messaging for online renewals discussing no early renewals. If you do have customers come in early that is probably a decision your office will have to make. Our concern of course are inventory levels.

Question 4: When a green mountain plate is lost or stolen after January 2022 what plate will we replace it with?

Answer: A new metal plate will have to be issued. The system will be unable to accommodate issuing the old design. For a lost or stolen license plate the customer will need to provide a police report.

Question 5: If the customer has been using their vehicle but has expired and they come in to renew after January, will we issue new metal or just the decal since the expiration will still be 2022?

Answer: The new metal is for expiration dates of 2022. Anything before this will still get a decal only. Then when the license plate expires in 2022, they will be issued new metal with an expiration date of 2023. You will only issue new metal if you are updating the expiration date to the new year of 2023.

Question 6: When issuing new metal to the online renewals will we be able to load a series of plates and they be automatically assigned to the class 1000's?

Answer: Yes, when January 1st comes around inventory that is assigned to a user doing the online renewal in batch will be assigned to the transactions selected by the user to process the batch of online renewals. So, the system will process all validation and update VTRS while assigning the plate. The user will then match the plate to the registration (should be in order) and insert into mailing envelopes. We are controlling this using a waitlist of classes that the county wants the feature for, so it can be used for any class. We also will have new wording to help the clerks know how many new metal transactions for each class there are and how much inventory is assigned to that user/workstation to use. (This response was provided by BIS)

Question 7: What will the new configurations of the new metal be?

Answer: the new configurations will contain a seven (7) series configuration.

AAA* #### (class 1000) Regular standard Auto License Plate

###* AAAA (class 1001) In God We Trust License Plate

TTY #### (class 1012) Hearing Impaired License Plate. TTY and 4 numbers.

Personalized license plates (class 2000) will be a blank background and can contain up to 7 characters

Question 8: Will DOR supply us with which configurations go to which county so that we may have the opportunity to contact them for an inventory transfer?

Answer: TRICOR will be providing the sequences to Vehicle Services. Wave One was shared and we will continue to supply this information for Wave Two and Wave Three, the second wave of Class 1000. If TTY and OEM are needed, we can provide that.

Question 9: Why are larger counties not getting more than a 2-month supply of plates? It will cause a lot of work every 2-months compiling new plate sheets with a whole different set of numbers to put into inventory.

Answer: Production being a tight turnaround is the main reason for this. TRICOR is working 6-7 days per week at 8 – 11 hours per day to ensure 1 million plates are in offices at the beginning of January 2022. (Response provided by TRICOR)

Question 10: If a customer expires in December 2021 but waits until January 2022, will they receive the new metal?

Answer: No, they will receive a decal only, then in December of 2022, they would receive new metal.

Question 11: Will the In God We Trust class 1001 receive the new metal?

Answer: Yes class 1000, 1001, 2000, and 1012 will all receive new metal. Any license plate that had the green mountain design will be replaced.

Question 12: Will it be required to get new metal when renewing in 2022? Can they elect to keep the green mountain plate?

Answer: Yes, they will be required to receive new metal when renewing in 2022.

Question 13: Will county name decals be changed?

Answer: County name decals will remain the same.

Question 14: When can I order a personalized plate and receive on new metal?

Answer: The new metal image will go up on the personalized site in December. Personalized plates ordered in November will be on the green mountain plate, personalized plates ordered in December will be on new metal, because the personalized plate will not be in the Clerk's Office until January.