

New Inventory Inquiries in the Business Portal

Starting January 7, the Service Provider Help Desk for EVR has received new functionality in the Business Portal to allow greater insight into the status of inventory for the EVR Permit Holders that they support.

There are two new inquiry transactions that you can complete:

- Check Plate Availability
 - This inquiry can be used to figure out why an Individual EVR Participant is receiving an error message that indicates that a plate is not able to be issued or a 9999F message that reads “Submitting this transaction will produce a plate action not valid for this operation – Issue (PANPL).”
- Order Search
 - This inquiry can be used to help an Individual EVR Participant who has questions about their inventory order status, what is being shipped in the order, or what the tracking number of their order is.

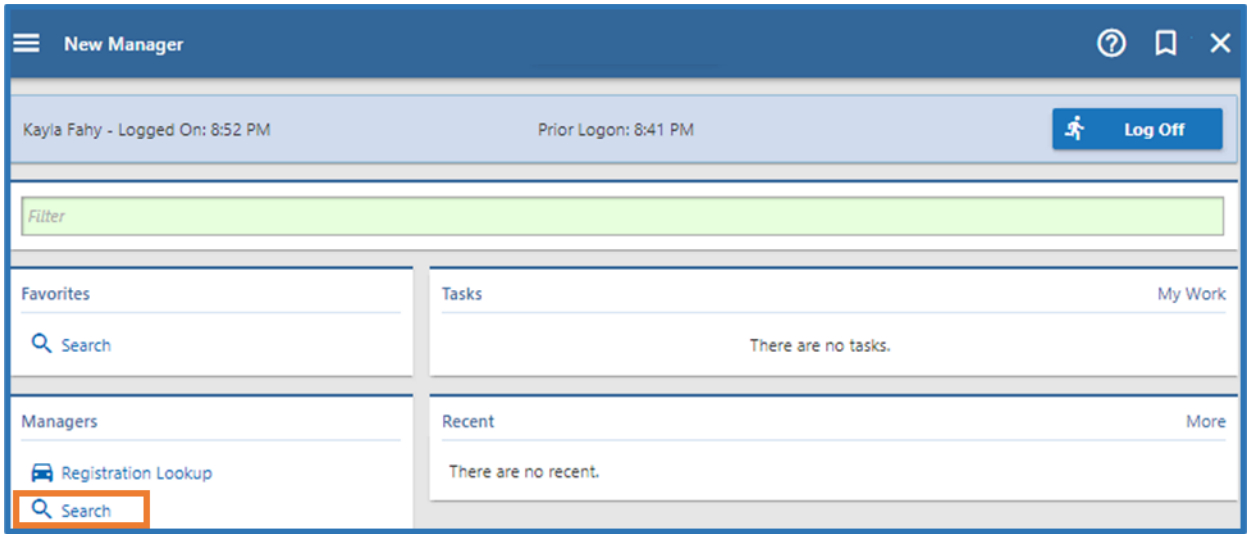
Review the steps below for instructions on how to complete these inquiries.

Check Plate Availability:

This search will tell you: a.) if a plate is currently in ATLAS inventory, b.) where the plate is located, and c.) if it is available for issuance.

1

From the New Manager window, select the **Search Manager**.



New Inventory Inquiries in the Business Portal

2

Within the Search Manager, select the **I Want To** tab.



Search

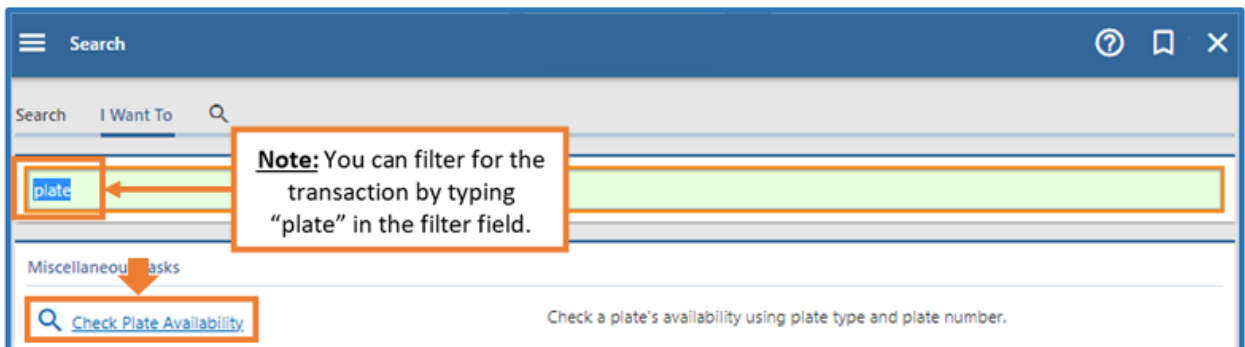
I Want To

Search

Search

3

Select the **Check Plate Availability** hyperlink.



Search

I Want To

Search

plate

Note: You can filter for the transaction by typing "plate" in the filter field.

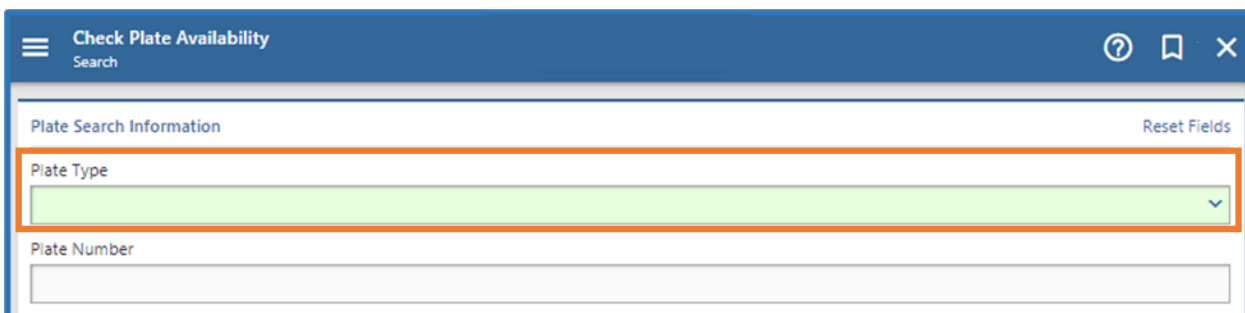
Miscellaneous tasks

Check Plate Availability

Check a plate's availability using plate type and plate number.

4

Select the appropriate **Plate Type** (for example Passenger Normal Red) from the drop-down menu.



Check Plate Availability

Search

Plate Search Information

Reset Fields

Plate Type

Plate Number

New Inventory Inquiries in the Business Portal

5 Enter the **Plate Number** for that Plate Type and then click **Check Availability**.

Check Plate Availability Search

Plate Search Information Reset Fields

Plate Type
Passenger Normal Red

Plate Number
1ABB11

Check Availability

6 Review the results of the search in the **Plate Availability Information**. The most common results you will see to explain why the plate cannot be issued are:

- When the plate is currently in a different inventory location and must be moved to the proper EVR location or
- The plate is currently already issued to a vehicle and the plate cannot be used for the transaction.

Example: Plate in ATLAS Inventory

Check Plate Availability Search

Plate Search Information Reset Fields

Plate Type
Passenger Normal Red

Plate Number
1ABB11

Plate Availability Information

- ✓ Plate Is Available for Issuance
- ✓ Plate Is Available in Inventory

Plate Matches

Plate Type

Inventory Match displays when the plate is in ATLAS inventory, letting you know at what location it's in and in what status it is. In this example, the plate is showing at the RMV Quincy Headquarters location and the status is Available to issue.

Inventory Matches Hide History

Location Key	Inventory Type	Inventory ID	Inventory Status	Status Date	Available	Obsolete
Quincy Headquarters	Passenger Normal Red Plate - 01 - Jan	1ABB11	Available	01-Jan-2016	<input checked="" type="checkbox"/>	<input type="checkbox"/>

New Inventory Inquiries in the Business Portal

Example: Plate Already Issued to Vehicle

Check Plate Availability
Search

Reset Fields

Plate Search Information

Plate Type
Passenger Normal Red

Plate Number
1AAY15

Plate Availability Information
in this example shows that the plate is not available to be issued and is not in inventory.

Plate Availability Information

- ❗ Plate Is Not Available for Issuance
- ❗ Plate Is Not Available in Inventory

Plate Matches

Plate Type	Plate ID	Registration Cease
Passenger Normal Red Plate	1AAY15	01-Jun-2021

Inventory Matches

Location Key	Inventory Type	Inventory ID	Inventory Status	Status Date	Available	Obsolete
Quincy Headquarters	Passenger Normal Red Plate - 05 - May	1AAY15	Issued	16-Jun-2019	<input type="checkbox"/>	

Example: Plate has been Obsoleted

Check Plate Availability
Search

Reset Fields

Plate Search Information

Plate Type
Passenger Normal Red

Plate Number
1AAY15

Plate Availability Information
in this example shows that the plate is not available in inventory.

Plate Availability Information

- ❗ Plate Is Not Available for Issuance
- ❗ Plate Is Not Available in Inventory

Plate Matches

Plate Type	Plate ID
Passenger Normal Red Plate	1AAY15

Inventory Matches

Location Key	Inventory Type	Inventory ID	Inventory Status	Status Date	Available	Obsolete
Quincy Headquarters	Passenger Normal Red Plate - 05 - May	1AAY15	Available	10-Nov-2019	<input type="checkbox"/>	01-Feb-2021

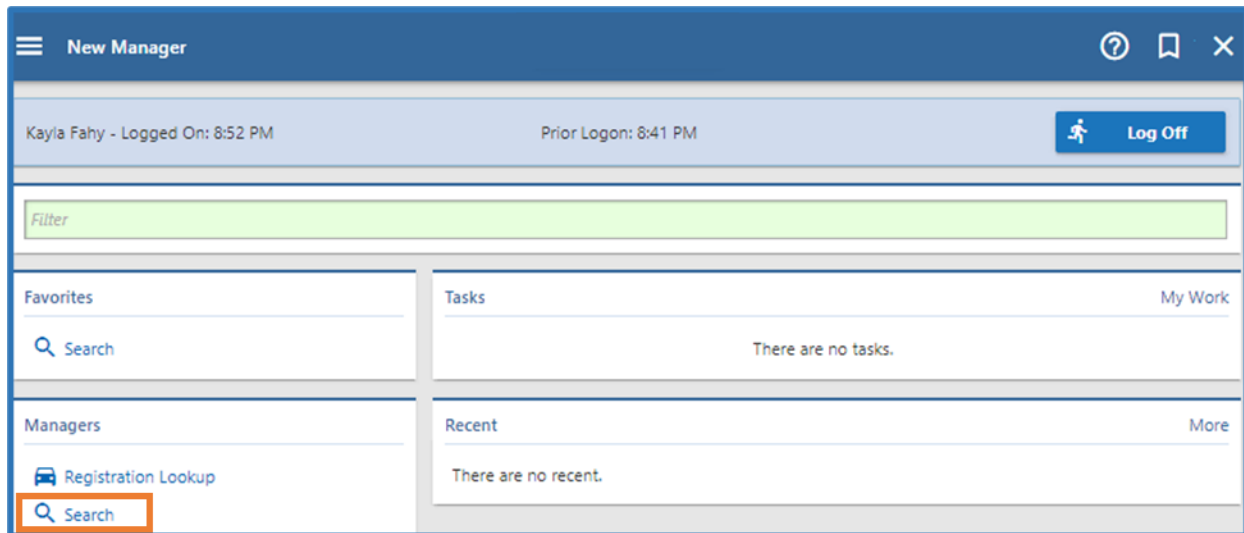
New Inventory Inquiries in the Business Portal

Search Inventory Orders

This search will tell you: a.) the current status of an order, b.) what inventory items are in an order, and c.) if there is a tracking number that for the order.

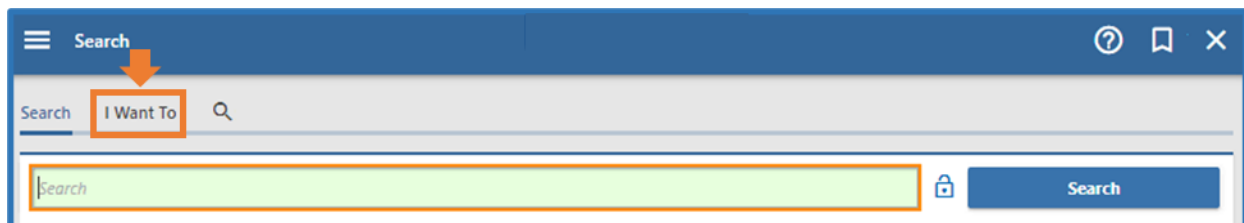
1

From the New Manager window, select the **Search Manager**.



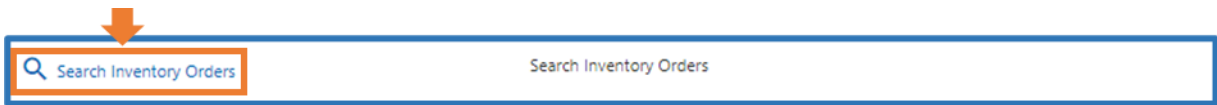
2

Within the Search Manager, select the **I Want To** tab.



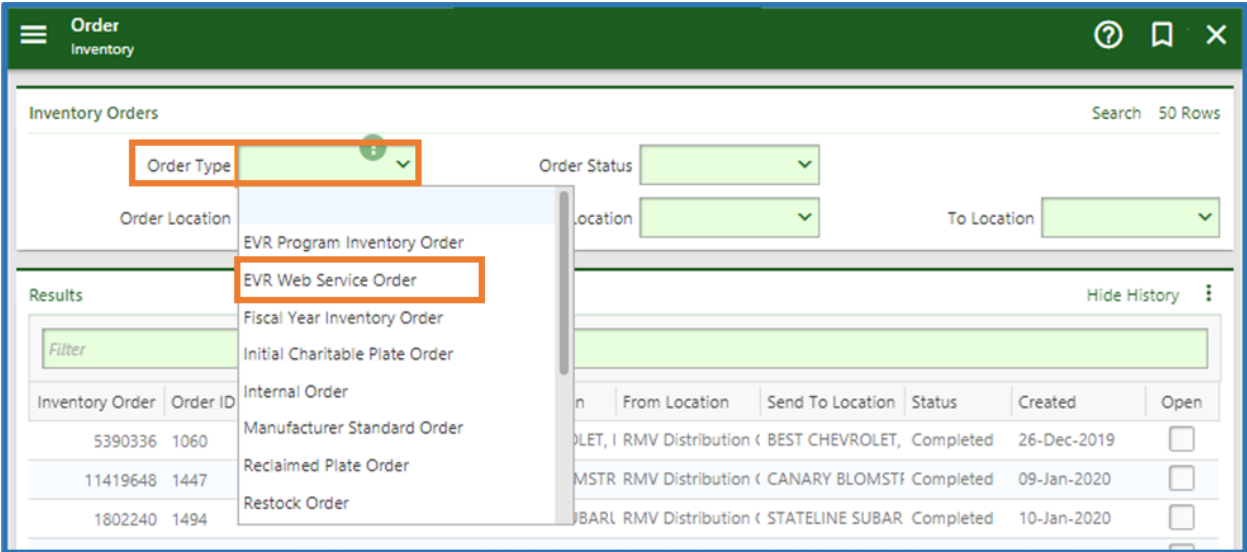
New Inventory Inquiries in the Business Portal

3 Select the **Search Inventory Orders** hyperlink.

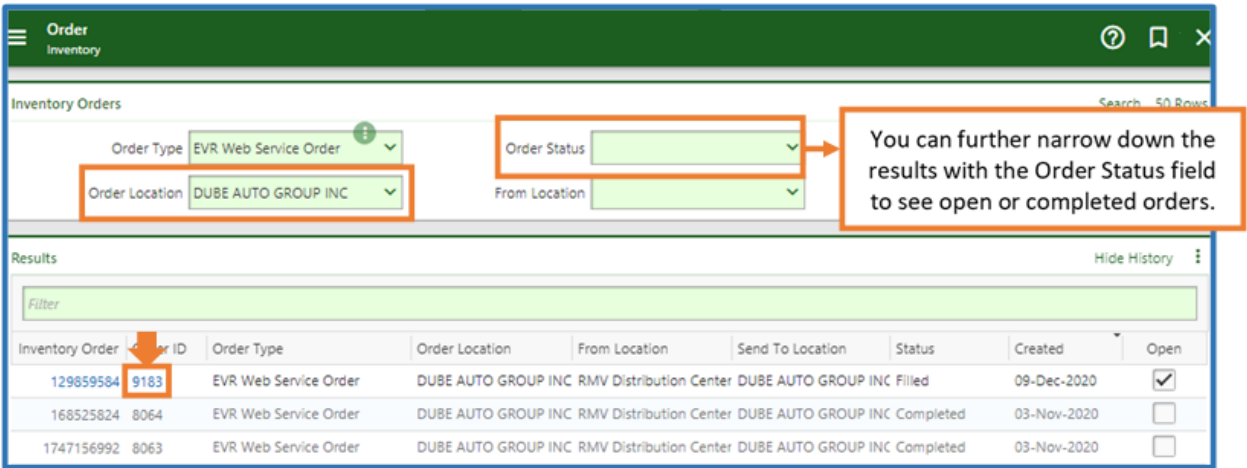


4 From the Order Type dropdown, select the **EVR Web Service Order** hyperlink to narrow down the list of orders to only those from EVR locations.

- *Note: If information pre-populates these fields by default you may need to clear out the information in the field to conduct your search.*



5 Narrow down the orders listed by selecting the Permit Holder location whose order you need to view in the **Order Location** dropdown. Then select the **Order ID** hyperlink for the inventory order the EVR user is asking about.



New Inventory Inquiries in the Business Portal

6

Review the **Attributes** tab to see the details of what was ordered. The **Plate Inventory** section will display the boxes of plates that have been ordered and the **Untracked Non-Plate Inventory** will display other supplies that have been ordered like decals and temporary plate sleeves.

Inventory Order Key: 129859584
Inventory Order

Order: 9183

Order Type : EVR Web Service Order
Order Location : DUBE AUTO GROUP INC
From : RMV Distribution Center
Send Inventory To : DUBE AUTO GROUP INC

Status: Filled

Completed

Created : 09-Dec-2020 By dit_evr_p
Submitted : 09-Dec-2020 By dit_evr_p
Processed : 09-Dec-2020 By ortizj

Fulfillments

3J-2HKH-92JK - Shipped

Attributes

Order

Additional Items *

Fulfillments

Notes

Associated Items

Q

Location Type

EVRP2

Service Provider Number

123

Location Address

CVR-CMF/Dealer Track-UPS number

Shipping Address

Shipping Address Street

Shipping Address City

WILMINGTON

Shipping Address State

MA

Shipping Address Zip Code

01887

Shipping Address Country

USA

Contact Info

Business Name

BILL DUBE HYUNDIA

First Name

Middle Name

Last Name

Suffix

Email

Phone Type

CELL

Phone Number

Plate Inventory

Plate Category	Plate Type	Unit	Quantity	Total	Comment
Passenger Normal Red Plate	Passenger Normal Red Plate - 07 - Jul Box		1	27	

Untracked Non-Plate Inventory

Item	Unit	Quantity	Total	Comment
Decals - 2023	Book	1	100	

New Inventory Inquiries in the Business Portal

7

Review the **Order** tab to compare the boxes of plates that were ordered to what was fulfilled in the order. This helps identify if any part of the location's plate order could not be sent at this time and may need to be reordered.

The screenshot shows the 'Inventory Order' page for key 129859584. The 'Order' tab is selected. The page displays order details, status, and a table of inventory requests. The 'Order' tab is highlighted with an orange box. The 'Inventory Requests' table has columns for 'Inventory Type', 'Ordered', 'In Fulfillments', 'Filled', 'Remaining', and 'Fulfillments'. The 'Ordered' and 'Filled' columns for the 'Passenger Normal Red Plate - 07 - Jul' row are highlighted with orange boxes.

Inventory Type	Ordered	In Fulfillments	Filled	Remaining	Fulfillments
Passenger Normal Red Plate - 07 - Jul	27	27	27	0	1 Fulfillment
	27	27	27	0	

8

Review the **Additional Items** tab to compare the other non-plate items (like decals and temporary plates sleeves) that were ordered to what was fulfilled in the order. Similar to the Order tab for plates, this helps identify if any part of the location's non-plate items could not be sent at this time and may need to be reordered.

The screenshot shows the 'Inventory Order' page for key 129859584. The 'Additional Items' tab is selected. The page displays order details, status, and a table of additional items. The 'Additional Items' tab is highlighted with an orange box. The 'Additional Items' table has columns for 'Item Type', 'Ordered', 'In Fulfillments', 'Filled', and 'Remaining'. The 'Ordered' and 'Filled' columns for the 'Decals - 2023' row are highlighted with orange boxes.

Item Type	Ordered	In Fulfillments	Filled	Remaining
Decals - 2023	100	100	100	0

New Inventory Inquiries in the Business Portal

9

If the order has been shipped, select the hyperlink in the **Fulfillment Panel** and then select the **Notes Tab** to review the tracking number for the order.

Inventory Order Key: 129859584
Inventory Order

Order: 9183

Order Type : EVR Web Service Order
Order Location : DUBE AUTO GROUP INC
From : **RMV Distribution Center**
Send Inventory To : DUBE AUTO GROUP INC

Status: Filled

Completed

Created : 09-Dec-2020 By dlt_evr_p
Submitted : 09-Dec-2020 By dlt_evr_p
Processed : 09-Dec-2020 By ortizj

Fulfillments

3J-2HKH-92JK - Shipped

Fulfillment: 3J-2HKH-92JK
Inventory Fulfillment

Fulfillment ID : 3J-2HKH-92JK
Fulfillment Type : EVR Web Service Fulfillment
Fulfillment Location : RMV Distribution Center

Order: 9183

Order ID : 9183
Order Type : EVR Web Service Order
Order From Location : RMV Distribution Center
Order To Location : DUBE AUTO GROUP INC

Fulfillment Status: Shipped

Received

Created : 09-Dec-2020 by ortizj
Submitted : 09-Dec-2020 by ortizj
Filled : 09-Dec-2020 by ortizj
Shipped : 09-Dec-2020 by ortizj

Fulfillment Additional Items * Updates **Notes 1**

Notes

Add Browse

Jose Ortiz 09-Dec-2020

SHIP DATE: 12/9/20
UPS TRACKING #: 1Z1036780364484687