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 Manage	er window, select the Search Manager .	
E New Manager		© Д ×
Kayla Fahy - Logged On: 8:52 PM	Prior Logon: 8:41 PM	त्रे Log Off
Filter		
Favorites	Tasks	My Work
Q Search	There are no tasks.	
Managers	Recent	More
Registration Lookup	There are no recent.	





2

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



3

Select the Check Plate Availability hyperlink.

E Search		0	D	×
Search I Want To Q	<u>Note:</u> You can filter for the transaction by typing "plate" in the filter field.			
Miscellaneou asks	x. Ch	eck 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.

E Check Plate Availability Search	© Д ×
Plate Search Information	Reset Fields
Plate Type	~
Plate Number	





_	
-	

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

E Check Plate Availability Search	⑦ □ ×
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

E Check Plate Availability Search	⑦ □ ×
Plate Search Information Plate Type	Reset Fields
Passenger Normal Red Plate Number 1ABB11	<u>Note:</u> You can select the Reset Fields hyperlink to search for a new Plate Number.
Plate Availability Information Plate Is Available for Issuance Plate Is Available in Inventory Plate Is Available in Inventory Plate Is Available in Inventory	
Plate Matches Inventory Match displays when the plate is in ATLAS Plate Type at what location it's in and in what status it is. In this e at the RMV Quincy Headquarters location and the status	inventory, letting you know xample, the plate is showing tatus is Available to issue.
Inventory Matches	Hide History \Xi 🚦
Location Key Inventory Type Inventory ID Inventory Status Status Quincy Headquarters Passenger Normal Red Plate - 01 - Jan 1ABB11 Available 01-Jan-2	ate Available Obsolete 016





Example: Plate Already Issued to Vehicle

E Check Plate Avail Search	ability						0	Д	×
Plate Search Information	1							Reset Fi	elds
Passenger Normal Red Plate Number 1AAY15	Plate Availability in this example s the plate is not av issued and is not i	Information shows that ailable to b in inventory	n e /.						
Plate Availability Information Image: Plate Is Not Available for Issuance Image: Plate Is Not Available in Inventory				itch shows the t has been issu k the Plate ID I information c	e plate number ued to a custom hyperlink to see on the vehicle.	matches ier. You e more	listory	, =	÷
Plate Type Passenger Normal Red	Plate	Plate ID 1AAY15			Registration Cease 01-Jun-2021				
Inventory Matches	Inventory Type		Inventory ID	Inventory Status	Status Date	Hide Available	History Obsol	ete	I
Quincy Headquarters	Passenger Normal Red Pla	ate - 05 - May	1AAY15	Issued	16-Jun-2019				

Example: Plate has been Obsoleted

E Check Plate Availa	ability						0	۵	×
Plate Search Information							F	leset Fi	elds
Plate Type									
Passenger Normal Red		_							
Plate Number Plate 1AAY15 this e	te Availability Information in xample shows that the plate in not available in inventory.	s							
Plate Availability Informa	ation								
Plate Is Not Availab	ble for Issuance								
Plate Is Not Availat	ole in Inventory		-	Invent as A	toryMatche	es lists the st	atus	L	_
Plate Matches				below	the Obsolet	e Column as	well	Ŧ	÷
Plate Type	Plate ID			as the	grayed out	t fields indica	ates		
Passenger Normal Red P	Nate 1AAY15			the	plate has be	een obsolete	d.		
Inventory Matches						Hid	e History	Ŧ	÷
Location Key	Inventory Type	Inventory ID	Invento	ory Status	Status Date	Available	Obsole	ete	
Quincy Headquarters	Passenger Normal Red Plate - 05 - May	1AAY15	Availab	ble	10-Nov-2019		01-Fel	-2021	





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 Manage	er window, select the Search Manager .			
E New Manager		0	Д	×
Kayla Fahy - Logged On: 8:52 PM	Prior Logon: 8:41 PM	s 1	og Off	
Filter				
Favorites	Tasks		My \	Nork
Q Search	There are no tasks.			
Managers	Recent		1	More
Registration Lookup	There are no recent.			
2 Within the Search Mar	nager, select the I Want To tab.			
≡ Search		0		×
Search I Want To Q				
Search	ê -	Search		







intentory						
Inventory Orders					Search	50 Rows
Order Type	•••	Order Status	~			
Order Location		ocation	~	To Locat	ion	~
	EVR Program Inventory Order					
Results	EVR Web Service Order				Hide H	istory
	Fiscal Year Inventory Order					
Filter	Initial Charitable Plate Order					
Inventory Order Order ID	Internal Order	n From Location	Send To Location	Status	Created	Open
5390336 1060	Manufacturer Standard Order	LET, I RMV Distribution	BEST CHEVROLET,	Completed	26-Dec-2019	
11419648 1447	Reclaimed Plate Order	MSTR RMV Distribution	CANARY BLOMST	Completed	09-Jan-2020	
1802240 1494	Restock Order	BARL RMV Distribution	STATELINE SUBAR	Completed	10-Jan-2020	

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.

Order Inventory						0	
Order Type EV Order Location DU	R Web Service Order	Order Stat	us on	v → Y r t	(ou can fur esults with to see oper	ther narrow on the Order Standard or complete	lown the atus field d orders.
Results						Hide	History I
Filter							
Inventory Order	Order Type	Order Location	From Location	Send To Location	Status	Created	Open
129859584 9183	EVR Web Service Order	DUBE AUTO GROUP INC	RMV Distribution Center	DUBE AUTO GROUP IN	NC Filled	09-Dec-2020	\checkmark
168525824 8064	EVR Web Service Order	DUBE AUTO GROUP INC	RMV Distribution Center	DUBE AUTO GROUP IN	NC Completed	03-Nov-2020	
1747156992 8063	EVR Web Service Order	DUBE AUTO GROUP INC	RMV Distribution Center	DUBE AUTO GROUP IN	NC Completed	03-Nov-2020	





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.

E Inventory Order Key: 129859584 Inventory Order				0 Д ×
Order: 9183	Status: Filled	Completed	Fulfillments	
Order Type : EVR Web Service Order	Created : 09	9-Dec-2020 By dit evr p	3J-2HKH-92JK - Shipped	
Order Location : DUBE AUTO GROUP INC	Submitted : 09	P-Dec-2020 By dit evr p		
From : RMV Distribution Center	Processed : 09	-Dec-2020 By ortizi		
Send Inventory To: DUBE AUTO GROUP INC				
			l	
Attributes Order Additional Items * Fulfillments	Notes Associated Items	, વ		
Location Type		Service Provider Number		
EVRP2		123		
Location Address		CVR-CMF/Dealer Track-UPS numb	ber	
Shipping Address				
Shipping Address Street				
Shipping Address City		Shipping Address State	Shipping Addres	s Zip Code
WILMINGTON		MA	01887	
Shipping Address Country				
USA				
Contact Info				
Business Name				
BILL DUBE HYUNDIA				
First Name Middle Name		Last Name	Suffix	
Email		Phone Type	Phone Number	
		CELL		
Plate Inventory				
Plate Category Plate Type	Unit	Quantity	Total Comment	
Passenger Normal Red Plate Passenger Normal Red Plate	e - 07 - Jul Box	1	27	
Untracked Non-Plate Inventory				
Item Unit		Quantity Total	Comment	
Decals - 2023 Book		1 100		





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.

Inventory Order Key: 129859584						0	<mark>۵</mark>	×
Order: 9183	Status: Filled			Completed	Fulfillments			
Order Type : EVR Web Service Order Order Location : DUBE AUTO GROUP INC From : RMV Distribution Center Send Inventory To : DUBE AUTO GROUP INC		Created : 09-Dec-2020 By dit_evr_p Submitted : 09-Dec-2020 By dit_evr_p Processed : 09-Dec-2020 By ortizj			3J-2HKH-92JK - Shipped			
Attributes Order Additional Items * Ful	fillments Note	Associated	Items Q					
Inventory Requests						Show History	Ŧ	+
Inventory Type	Ordered	In Fulfillments	Filled	Remaining	Fulfillments			
Passenger Normal Red Plate - 07 - Jul	27	27	27	C	1 Fulfillment			_
	27	27	27	C)			_

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.

Inventory Order Key: 129859584					0	۵	×
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 Created : 09-Dec-2020 Submitted : 09-Dec-2020 Processed : 09-Dec-2020	Completed By dlt_evr_p By dlt_evr_p By ortizj	Fulfillments 3J-2HKH-92JK - Shippi	ed			
Attributes Order Additional Items Fulfillment Additional Items Item Type Decals - 2023 Item Type Item Type	ents Notes Associated Items C	Q 0	rdered In Fulfillments	Filled 100	R	÷ emaini	rg 0





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		0 L ×				
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 Processed : 09-Dec-2020 By ortizj	Fulfillments 3J-2HKH-92JK - Shipped				
Eulfillment: 3J-2HKH-92JK		0 д ×				
Fulfillment: 3J-2HKH-92JK	Order: 9183	Fulfillment Status: Shipped Received				
Fulfillment ID : 3J-2HKH-92JK Fulfillment Type : EVR Web Service Fulfillment Fulfillment Location : RMV Distribution Center	Order ID : 9183 Order Type : EVR Web Service Order Order From Location : RMV Distribution Center Order To Location : DUBE AUTO GROUP INC	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 Notes Add Browse Image: Contract of the second sec						
Jose Ortiz SHIP DATE: 12/9/20 UPS TRACKING #: 121036780364484687		09-Dec-2020				



