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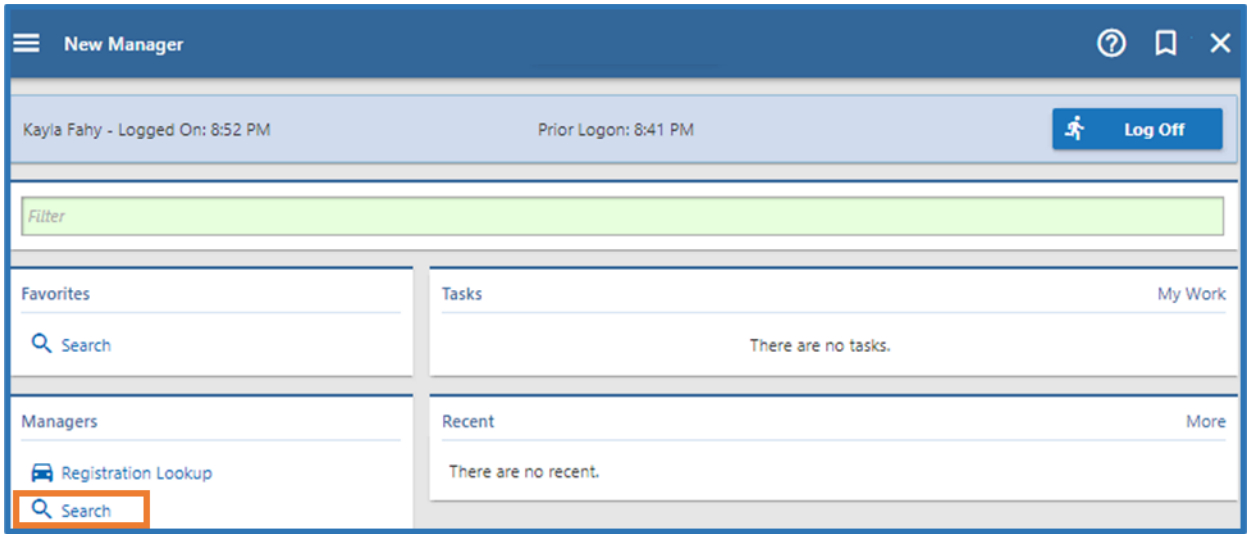
Review the steps below for instructions on how to complete these inquiries.

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**.

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

3   Select the **Check Plate Availability** hyperlink.

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

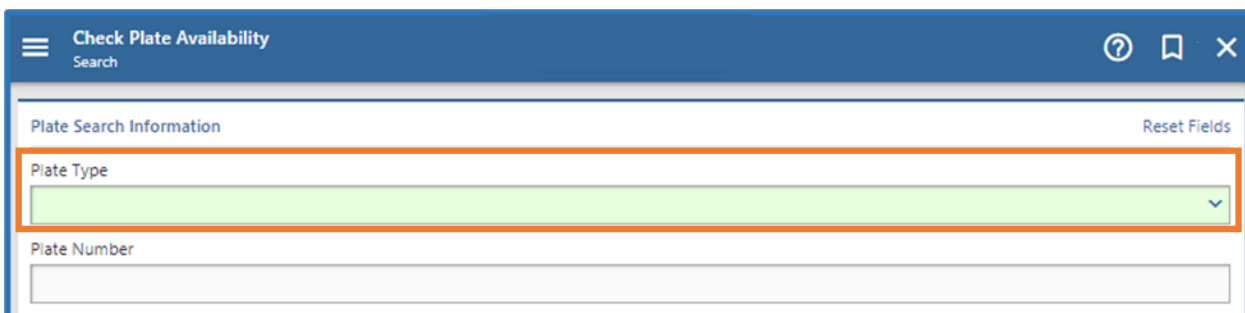**4**   Select the appropriate **Plate Type** (for example Passenger Normal Red) from the drop-down menu.

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

*Note: 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 Availability Information lets you know if the current plate is available in ATLAS inventory and can be issued.

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	✓	

Example: Plate Already Issued to Vehicle

Example: Plate has been Obsoleted

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.
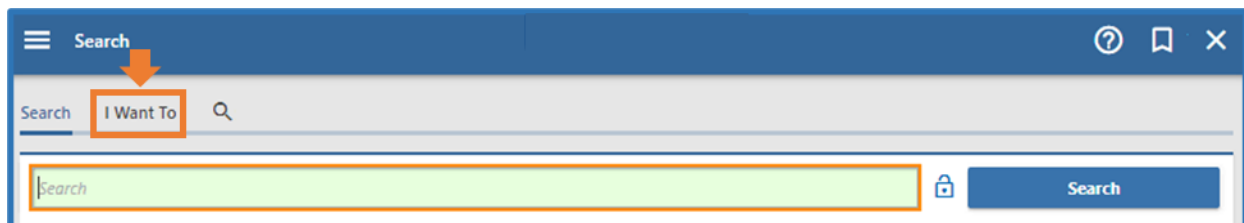
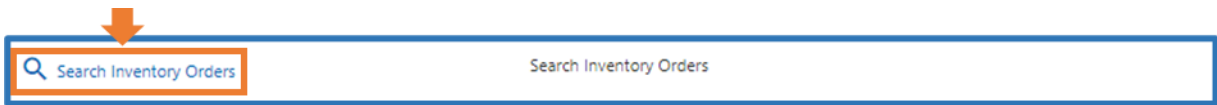**1** From the New Manager window, select the **Search Manager**.
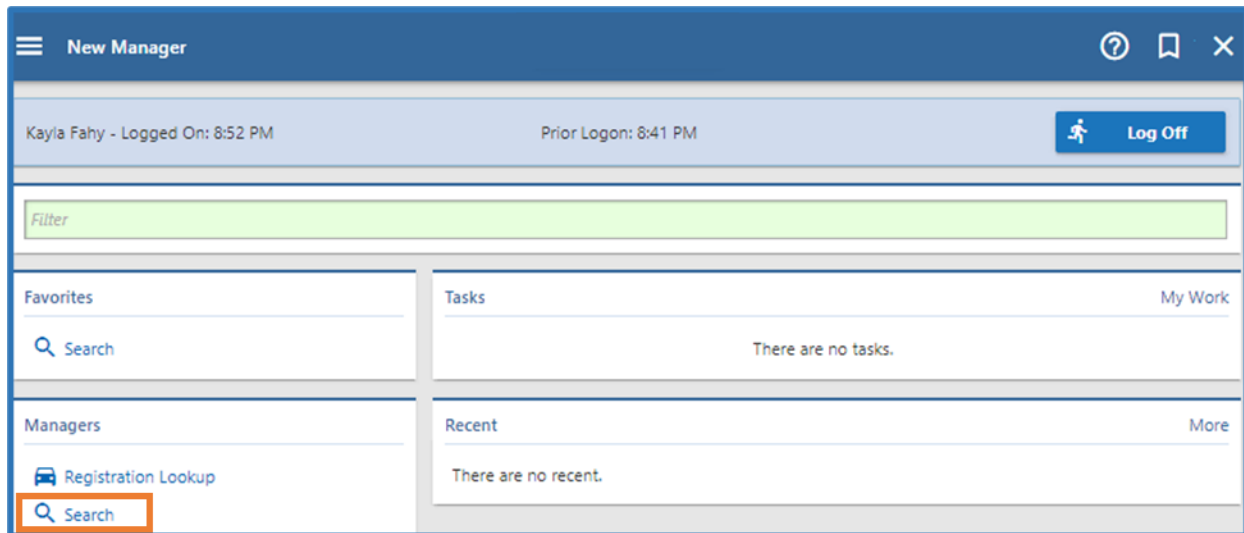
**2** Within the Search Manager, select the **I Want To tab**.

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

🔍 Search Inventory Orders   Search Inventory Orders

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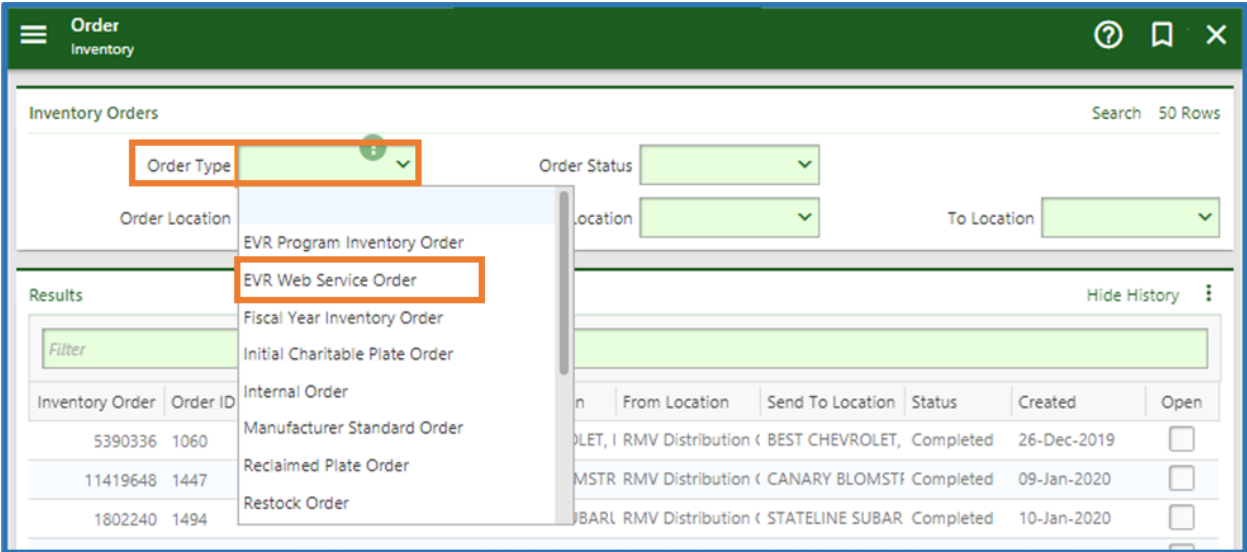
5   Narrow down the orders listed by selecting the Permit Holder location whose order you need to view in the **Order Location** dropdown. Then select the **Order ID** hyperlink for the inventory order the EVR user is asking about.

REGISTRY OF MOTOR VEHICLES

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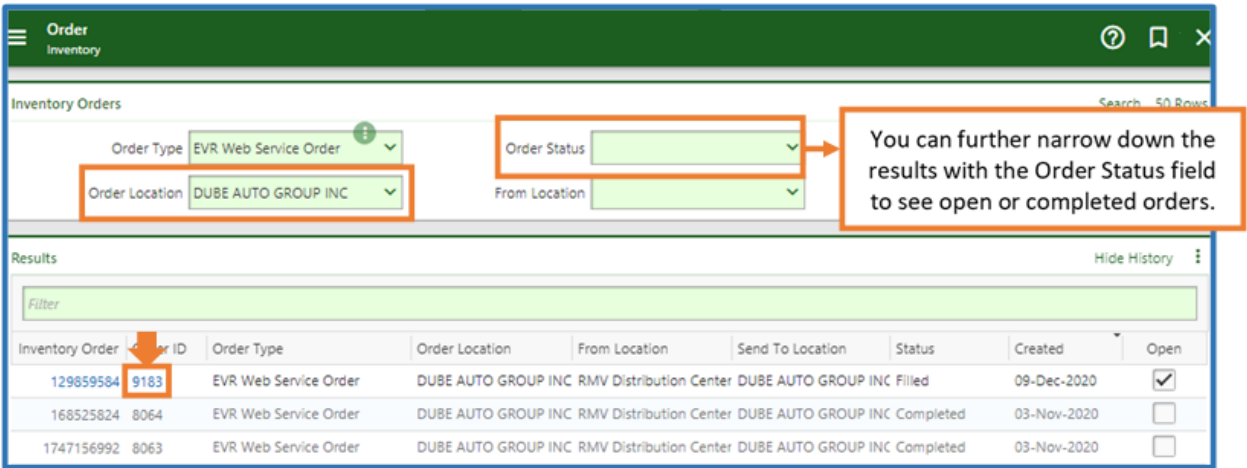
6 Review the **Attributes tab** to see the details of what was ordered. The **Plate Inventory section** will display the boxes of plates that have been ordered and the **Untracked Non-Plate Inventory** will display other supplies that have been ordered like decals and temporary plate sleeves.

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.

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.

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: 3J-2HKH-92JK

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