

Vehicle Licensing Guide

Multi-Use (30-Day) Synthetic Paper License Plates

VLIC-4.225

Original Date: 07/01/1975

Revision Date: 12/05/2013

[Customer Requirements](#)

[Front Counter CSR](#)

[DMV Customer Contact Actions](#)

[Points To Remember](#)

[Contact](#)

POLICY	
<<<<<REVISION	
Title: Multi-Use (30-Day) Synthetic Paper License Plates END REVISION>>>>>	
Effective Date: July 1, 1975	Revision Date: 12/05/2013
Authority: Code of Virginia §§ 46.2-646 , 46.2-711 , 46.2-908.3	
Policy:	
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DMV will issue 30-Day temporary Multi-Use synthetic paper license plates for use on the customer's vehicle when the metal license plates applied for are not in inventory.	
Exception: Customers who request a metal motorcycle plate that is out-of-stock must be issued a standard issue metal motorcycle license plate to use until the requested plate is received. END REVISION>>>>>	

[Return to top of page](#)

CUSTOMER REQUIREMENTS

1. Submit the appropriate registration application:
 - "Application for Registration" ([VSA-14](#)) or
 - "License Plate Application" ([VSA-10](#))
2. Pay the appropriate registration fee, reserved/personalized plate fee, if applicable and local vehicle registration (LVR) fee, if applicable.

[Return to top of page](#)

FRONT COUNTER CSR

1. Verify accurate completion of the [VSA-14](#) or [VSA-10](#).
2. Verify the following:
 - Vehicle is titled in Virginia.
 - The special metal plates requested by the customer are not in inventory.
3. Record the plate series requested on the application.
4. Collect the appropriate registration fee, reserved/personalized plate fee, if applicable and local vehicle registration (LVR) fee (refer to [VLIC-4.425](#)), if applicable.
 - For Low-Speed Vehicle license plates ordered on special plate types that are not yet available in the system:

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- a. Process a standard low-speed plate registration transaction and, when no current registration exists for the vehicle, issue the multi-use 30-day synthetic paper license plates following the guidelines in this procedure. **END REVISION>>>>>**
- b. Collect the special plate fee as "Miscellaneous Collections" using the Miscellaneous Revenue transaction in accordance with [CSCOM-115.2](#).
- c. Print the Miscellaneous Revenue transaction receipt,
- d. Fax the Miscellaneous Revenue transaction receipt and the completed and signed [VSA-14](#) or [VSA-10](#) to [License Plate Development](#) in HQ at (804) 367-1096.

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5. Process the registration transaction in the system according to data entry procedures.
 - Enter the appropriate "plate type" into the system for the print on demand temporary plate and the plate the customer requested.
6. Retrieve the multi-use 30-day synthetic paper license plates and the registration from the printer.
7. Verify the multi-use print on demand paper license plate displays the following information:
 - a. Vehicle year, make, model, color, and vehicle identification number,
 - b. Temporary plate expiration date,

- c. Correct CSC name in the "Issued By" field,
 - d. Plate number that is readable.
8. Issue the print on demand set of Multi-Use (30-day) synthetic paper license plates to the customer.
 9. Issue the registration card displaying the temporary tag number at the top and the plate ordered at the bottom.
IMPORTANT: Ensure the temporary plate number printed on the Multi-Use 30-day synthetic paper license plate matches the temporary plate number printed on the registration.
 10. Ask the customer to verify the address information, vehicle information and the requested plate information is correct on the registration card. **END REVISION>>>>**
 11. Advise the customer that metal license plates, new registration card and decals will arrive in 4 to 6 weeks.
 12. Prepare documents with correct barcode coversheet and place in appropriate area for document preparation.

[Return to top of page](#)

DMV CUSTOMER CONTACT CENTER ACTIONS

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- Multi-use 30-day paper license plates cannot be issued by DMV Customer Contact agents. Advise customers requesting plates who do not have currently valid license plates they may: **END REVISION>>>>**
 - Visit a Customer Service Center, or DMV Select,
 - Mail in the request to have current lettering reserved,
 - Process the change Online at DMVnow,

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- Request special plates at an on-line dealer when purchasing a vehicle. **END REVISION>>>>**
- Do not promise the acceptability of documents to customers.
- Do NOT use phrases like:
 - "You have everything you need, just go to a CSC and they will issue your plates."
- Do use phrasing such as:
 - "The documents you have listed sound like they may be acceptable: The CSC will make the final determination of your eligibility to receive your registration and plates."

[Return to top of page](#)

POINTS TO REMEMBER

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- On-line dealers are authorized to issue Multi-Use 30-day synthetic paper license plates to customers who request metal license plates for vehicles being titled in Virginia that are out-of-stock.
- The Multi-Use (30-day) synthetic paper license plates are not the same as the thirty-day temporary license plate that dealers issue.
- Any attempt to alter the Multi-Use 30-day synthetic paper license plates destroys the face of the plates. This makes the plates invalid and they must be destroyed.
- If the Multi-Use 30-day temporary synthetic paper license plate is destroyed by the printer, a reprint may be processed. However, if the customer returns plates that were destroyed, a reissue of temporary plates must be processed for the customer. **END REVISION>>>>**

[Return to top of page](#)

CONTACT

For additional information contact :

- Your CSC Manager/Assistant Manager
- DMV Customer Contact Help Desk at (804) 367-6646
- VSA/[Titling Work Center](#)/[Special Registration Work Center](#)

[Return to top of page](#)