



OFFICE MEMORANDUM T6738

FROM: MVD POLICY UNIT

THRU: ERIC R. JORGENSEN
Division Director

TO: ECD ORGS
ARIZONA ASSOCIATION OF CHIEFS OF POLICE
ARIZONA LAW ENFORCEMENT AGENCIES
ARIZONA COURTS

DATE: NOVEMBER 13, 2017

RE: MAILING OF PERSONALIZED AND SPECIAL LICENSE PLATES

This memorandum is intended to clarify the process for purchasing personalized and special license plates and advise of a potential difference between a customer's displayed license plate and their vehicle record.

Personalized license plates and many special license plates may be ordered on-line or at any Motor Vehicle Division or Authorized Third Party provider office. Certain special license plates are stocked in Motor Vehicle Division or Authorized Third Party provider offices. However, not all personalized or special license plates are stocked in offices and therefore must be ordered by the customer and, once produced, mailed to the customer.

Prior to shipment to the customer, both personalized and special license plates are annotated on the vehicle record. Plates are mailed either the day they are applied to the vehicle record or the day after and it can take several days before the plate gets to the customer through the mail. This creates a short period of time where a personalized or special license plate is annotated on a vehicle record but does not match the license plate that is being displayed on the vehicle.

In cases where the personalized and/or special license plate annotated on the vehicle record does not match the license plate displayed on the vehicle, the customer may be waiting for their personalized or special plate to arrive in the mail.

The Motor Vehicle Division appreciates your consideration in this matter.