

Daily plate Pull Cancellation Procedures:

- I. CPU receives a daily report of all orders placed via the WEB/Offices/Custom Plates. When ordering On-Line customers are required to give a brief explanation of what the plate means or represents. Additionally all plates ordered are subject to an edit review by "Red Guide" database which prevents any inappropriate plate combinations.

Clerical staff will review plate combinations and highlight any questionable plate. Initial review will be completed by noon each day.

- II. Additional Clerical staff will review highlighted plate combinations based on guidelines set down by Commissioner Regulation 16.5

No plate shall be issued under this Part which:

(a) Does not have at least one letter. This provision shall not apply to plates issued to public officers.

(b) Has numbers and letters, or any combination thereof, arranged in a format reserved for issuance to specific classes of vehicles other than passenger vehicles.

(c) Is assigned for issuance to historical motor vehicles.

(d) Consists of six numbers followed by one letter.

(e) Is, in the discretion of the commissioner, obscene, lewd, lascivious, derogatory to a particular ethnic or other group, or patently offensive.

(f) Would lead one to believe that the owner of a particular vehicle is connected with or operating in an official capacity for a governmental organization or function.

- III. Supervisor will review all plate combinations and bring to the attention of the Manager for final approval. Any questionable combination not caught by the Red Guide will be searched using the Urban Dictionary or Google to help decipher its meaning.
- IV. Supervisor or Manager will cancel all objectionable plate combinations on the Plate Manufacturing System (PMS).
- V. Supervisor will give the report and cancelled printouts to assigned staff to prepare a cancel letter.

Give assigned staff a copy of the cancelled plate(s) to pull the registration documents before they're sent to inserting for mailing.

- VI. Prepare cancel letters on CPU letterhead
Make two copies of the letter-one for the customer and one for filing
Attach an envelope addressed to the customer for mailing.
- VII. Attach the copy of the cancelled letter to the pulled registration and file.
Send the remaining (good) registrations to inserting on 2B for mailing.
Write up an MV-82 and return customer to previous plate.
Give Cancel letter with MV-82 to cashier for Processing

**PROCEDURE FOR COMPLAINTS ABOUT VEHICLES REGISTERED WITH
PROFANE OR INAPPROPRIATE CONFIGURATIONS**

If you receive a call or a letter from an individual complaining about a New York Plate they have seen on a vehicle, you are not to cancel the plate or advise the individual what will be done with the plate. You should bring it to the attention of the Office Manager who will bring it to the attention of the Office Director for determination of the validity of the complaint. If the complaint cannot be resolved at this level, the matter will be then addressed to the Associate Deputy Commissioner.