



**TECHNICAL ADVISORY**  
**DIVISION OF MOTORIST SERVICES**

<b>DATE: 12/14/21</b>	<b>Technical Advisory RS/TL21-037</b>
<b>SUBJECT: Biennial Renewals on Personalized License Plates Due to Be Replaced</b>	

**Overview:**

The Florida Department of Highway Safety and Motor Vehicles (FLHSMV) has discovered an issue in FRVIS with the fees calculating during a Reserve Personalized License Plate transaction. The issue only affects customers requesting a biennial renewal for a personalized plate and the personalized plate must be due for its ten-year replacement.

**Details:**

We are asking Tax Collector offices not to process biennial renewals when the license plate is due for replacement and the license plate is personalized. The biennial fees are being calculated incorrectly during the transaction to reserve the personalized license plate. Currently, the customer will only be able to receive a one-year registration but no replacement license plate.

If the Tax Collector office processes these types of transactions, there is a potential for the customer to pay the \$28.00 Original License Plate fee despite having accrued the ARF (Advanced Replacement Fee) credit through the ten-year life of the plate and fail to charge the following fees, as appropriate:

- Processing fee(s)
- Personalized fee(s)
- Specialty plate organization fee(s), if applicable

Currently, there is no work around. An exception WRAP has been approved to correct the issue of mandatory replacement when the customer requests a biennial renewal, and we are working to resolve this issue as quickly as possible.

**Conclusion:**

If you need additional information, please contact your next level of management.