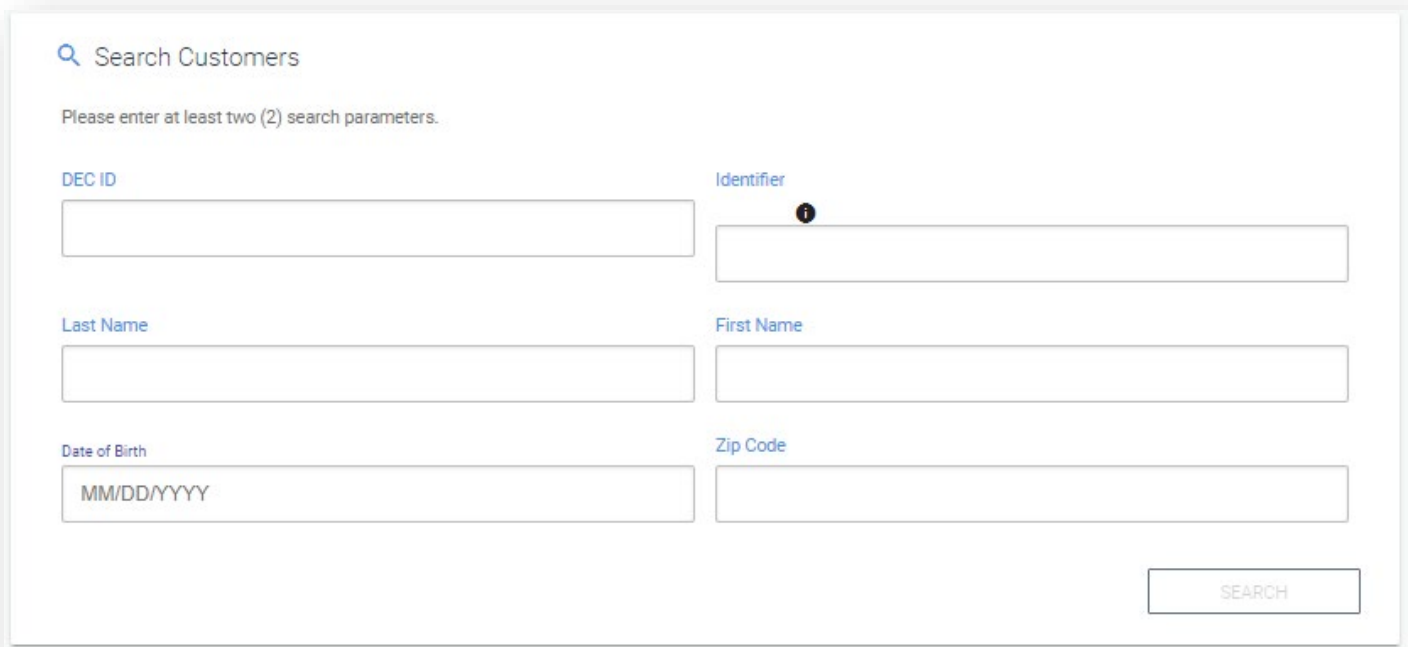


# New DECALS Customer Search

Beginning Thursday, July 15, 2021 we will implement a new customer search screen. This new search screen should help agents find customers who already exist in DECALS. Here are a few things to keep in mind when using this new customer search:

- Do not fill out every field and then try to search. As stated below, you only need to provide information in **TWO** (2) of the fields shown below.
- The “**Identifier**” field allows you to enter a NYS Driver’s License number, Parents NYS Driver’s License number, US Driver’s License number, Parents US Driver’s License number, Passport number and Non-US Driver’s License number.
- To avoid having far too many search results, the number of results will be limited. This will most likely occur if you search using something like a common first and last name. In these circumstances, you will receive a message stating “*Too many customer records found. Please add more search parameters and try again*” (see image below). If you do get this message, update your search criteria and search again.



The screenshot shows a web form titled "Search Customers" with a magnifying glass icon. Below the title is a instruction: "Please enter at least two (2) search parameters." The form contains six input fields arranged in a 3x2 grid. The first row has "DEC ID" and "Identifier" (with an information icon). The second row has "Last Name" and "First Name". The third row has "Date of Birth" (with a placeholder "MM/DD/YYYY") and "Zip Code". A "SEARCH" button is located at the bottom right of the form.

Message informing you that your search criteria is not specific enough and has too many results:

Too many customer records found. Please add more search parameters and try again.