

# The Business to Business (B2B) Center

## Information for Auto Dealers, Insurance Agents, and Runners

### Who can use a B2B Center?

- Auto dealers
- Insurance agents
- Runners

### What transactions can be completed at a B2B?

- All registration and title related transactions including:
  - New Registration and Title
  - Registration Cancellation
  - Registration Transfer
  - Plate Swap
  - Registration Renewal

### Where can I process these B2B transactions?

- You can process these transactions at:
 

■ Boston (Haymarket)	■ Chicopee	■ Haverhill	■ North Adams	■ Springfield
■ Braintree	■ Danvers	■ Lawrence	■ Pittsfield	■ Taunton
■ Brockton	■ Easthampton	■ Leominster	■ Plymouth	■ Watertown
■ Chelsea	■ Fall River	■ Milford	■ South Yarmouth	■ Wilmington
	■ Greenfield	■ New Bedford		■ Worcester

### When do I drop off and pick up transactions at a B2B?



#### Daily drop-off hours

- 9:00 a.m. to 5:00 p.m.
  - Up to 100 items can be dropped off with pick-up on the second full business day; after 9:00 a.m.
  - 100+ items can be dropped off with pick-up on the third full business day; after 9:00 a.m.



#### Daily pick-up hours

- 9:00 a.m. to 5:00 p.m.
  - Designated B2B pick-up area



- Use the B2B Tracker to monitor real-time progress by entering your bundle tracking number on the RMV website.



- B2B is only for dealers, agents, and runners; not for individual customers.



Go to [Mass.Gov/RMV](https://www.mass.gov/rmv) to process over 50 online transactions.



If you have B2B-related questions, call: **(857) 368-8000** or **(800) 858-3926**.  
If you are in Massachusetts and are hearing impaired, call **(877) 768-8833**.

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