

B2B Requirements

To establish standards for Business-to-Business (B2B) service and operation in the Service Centers, effective May 2, 2023, the requirements described in this training update will apply to all Service Centers offering B2B service and to the use of B2B service by dealerships, insurance companies, fleets, and “runners.”

B2B Center Cover Sheet

A *B2B Center Cover Sheet* (document REG128) is required for all B2B drop offs at RMV Service Centers. The intake CSR must ensure that each drop or bundle is accompanied by a cover sheet that is completed legibly and in its entirety.

The cover sheet must include all of the following information:

- Date and time of drop off (must be verified by CSR)
- Name of each individual business runner is dropping for
- Total number of transactions
- Last 8 digits of each VIN for each transaction
- Business name
- Printed name of the agent or runner
- Runner contact phone number
- Runner contact email
- Payment method

A separate cover sheet must be used for each individual bundle.

The intake CSR must initial and scan the cover sheet with the transaction.

B2B Sign In/Out Log Sheet

The CSR must complete a log entry on the *B2B Sign In/Out Log Sheet* when bundles are dropped off and picked up with all of the following information:

- Date and time of drop off and pick up
- Name of dealer/insurance agency runner or agent is dropping off or picking up for
- Runner's contact phone number
- Number of bundles
- Total number of transactions
- Printed name of agent or runner
- Runner's signature

A separate line on the log sheet must be used for each bundle.

Acceptable Transactions

The following registration and title related transactions are offered through B2B:

- New Registration and Title
- Registration Transfer
- Registration Renewal
- Registration Cancellation
- Plate Swap
- IRP transactions
- Duplicate Title
- Amend Title
- School Pupil Transport and School Bus Registrations - Must be dropped at a designated B2B, which are Braintree, Greenfield, Haverhill, Milford, Springfield, and Wilmington (subject to change)

Restricted Transactions

The following will not be accepted through B2B:

- Transactions for customers of entities other than dealerships, insurance agents, or companies registering fleet vehicles
- Startup or ride-share companies using personal vehicles for business. Such companies must use non-B2B service.
- Dealers on the EVR program **who have not made prior arrangements between EVR and Service Center Management**

Note: The B2B locations are aware that EVR cannot process all registration transactions.

For transactions that cannot be completed in EVR:

- As always, you must include a printed error message reporting that the transaction cannot be processed through the EVR software.
 - Please make sure you are first reaching out to your client support to determine if the transaction has to be dropped off at a Service Center for processing.
 - If there is no error message print out, then the EVR location must have a note explaining why the transaction could not be processed.
 - An Individual EVR Participant (aka EVR End User) must thoroughly check the paperwork for completion and accuracy before dropping off.
- Personal transactions
 - Permit, license, or ID card transactions
 - Suspension transactions

Pick up and Drop Off

Runners or agents are not permitted to make appointments for B2B transactions and must use the daily drop off and pick up hours.

Payment

Following are the B2B payment policies:

- Acceptable payment includes either check or e-pay. Online e-pay payment is preferred.
- Blank or incomplete checks, check overpayments, and check underpayments must be handled in adherence to the RMV Check Policy.
- Debit and Credit cards will not be accepted.
- Payments will not be accepted at pick-up.

Work Not Picked Up

Work that has been dropped off and processed, but not picked up, will be reviewed weekly by the Service Center Manager or designee and handled according to the RMV Business to Business (B2B) Service Policy.

If the work is not claimed within 30 business days and no payment has been made, the transactions will be discarded.

Ethics

Any attempt by an agent or runner to offer an RMV employee money or anything else in return for expedited or special service is illegal. Any such attempt will be reported to the manager on duty and an incident report will be filed for appropriate escalation.