

Purpose

The RMV has implemented a new **B2B Tracker** to help business partners monitor the progress of registration-related bundles they drop off at Service Centers. This tool provides greater transparency by allowing RMV partners to see the status of their submissions as they move through processing.

Business partners can also generate a **B2B Drop-Off Cover Sheet** directly through the RMV's website at [Mass.Gov/myRMV](https://www.mass.gov/myRMV). The cover sheet includes a unique QR code that ensures accurate intake and tracking of each bundle, making the process faster and more reliable.

The B2B Tracker: From Start to Complete

Creating the B2B Drop Off Cover Sheet

To use the **B2B Tracker**, RMV business partners must create the **B2B Drop Off Cover Sheet** directly through the RMV's website.

Steps:

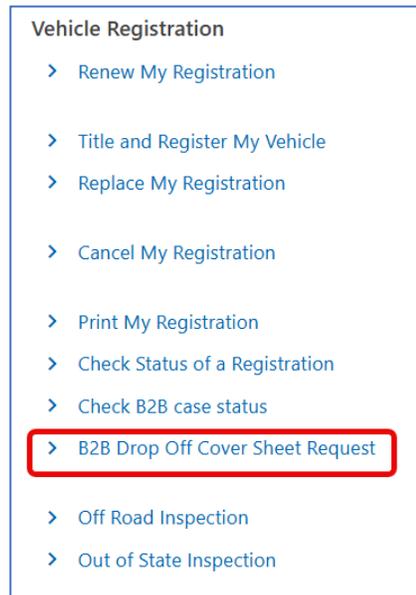
To create a **B2B Drop Off Cover Sheet**, the business partner should:

1. Access the **RMV's website** at <https://atlas-myrmv.massdot.state.ma.us/>
2. Scroll down to the **Vehicle Registration** section and click the **More...** link.

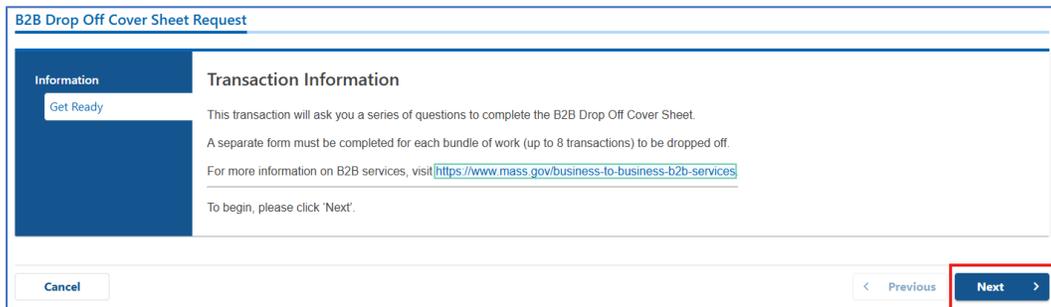


Utilizing B2B Support Services at the RMV

3. Select **B2B Drop Off Cover Sheet Request** from the list of links on the left side of the page.

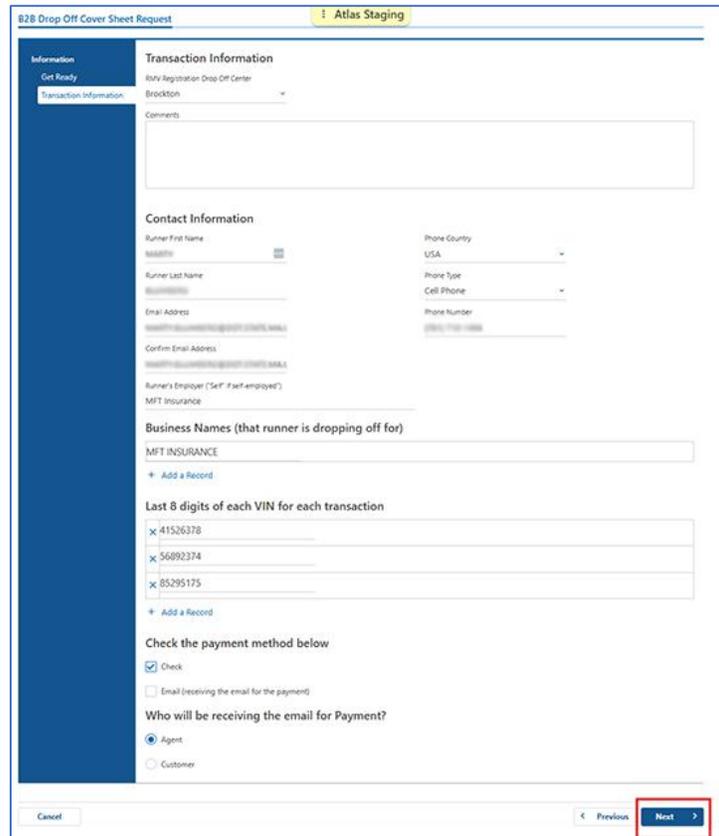


4. Click **Next** on the **Transaction Information** screen.



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- Complete all required fields on the form on the **Transaction Information** screen. Business partners can add up to 8 VIN numbers per transaction. When finished, click **Next** to continue.



B2B Drop Off Cover Sheet Request Atlas Staging

Information

Get Ready

Transaction Information

Transaction Information

RMV Registration Drop Off Center
Brockton

Comments

Contact Information

Runner First Name
[Name]

Runner Last Name
[Name]

Email Address
[Email]

Confirm Email Address
[Email]

Runner's Employer ("Self" if self-employed)
MFT Insurance

Phone Country
USA

Phone Type
Cell Phone

Phone Number
[Number]

Business Names (that runner is dropping off for)

MFT INSURANCE

+ Add a Record

Last 8 digits of each VIN for each transaction

x 41526378

x 56892374

x 85295175

+ Add a Record

Check the payment method below

Check

Email (receiving the email for the payment)

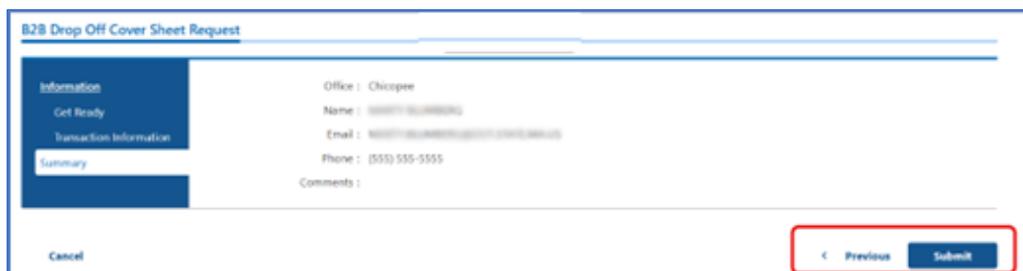
Who will be receiving the email for Payment?

Agent

Customer

Cancel Previous **Next**

- Review the summary screen, then click **Submit** to continue. To make changes, click **Previous** to return to the **Transaction Information** page.



B2B Drop Off Cover Sheet Request

Information

Get Ready

Transaction Information

Summary

Office : Chicopee

Name : [Name]

Email : [Email]

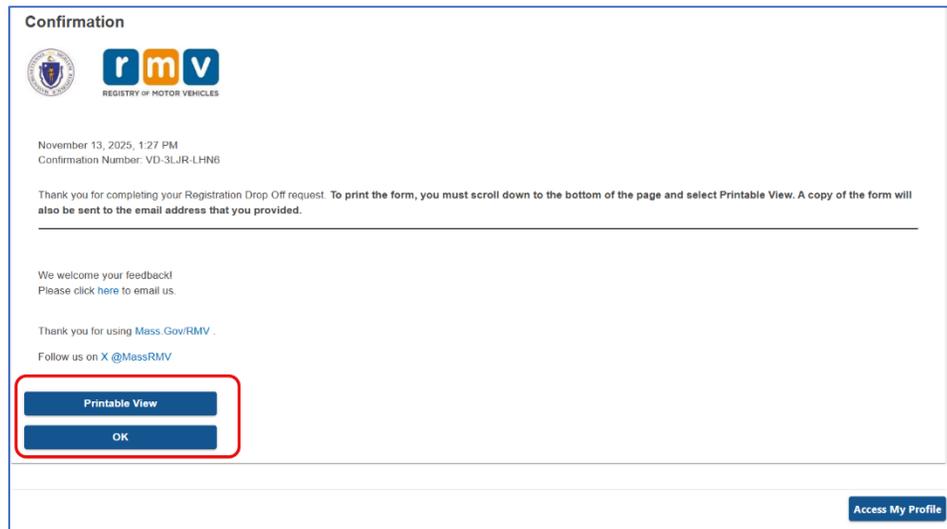
Phone : (555) 555-5555

Comments :

Cancel Previous **Submit**

Utilizing B2B Support Services at the RMV

7. On the Confirmation screen, click **Printable View** to print the cover sheet for Service Center intake. After printing, click **OK** to continue. A copy will also be sent to the email address listed on the **B2B Drop Off Cover Sheet**.



The screenshot shows a confirmation page from the Registry of Motor Vehicles. At the top left, there is the RMV logo and the text 'REGISTRY OF MOTOR VEHICLES'. Below this, the date and time 'November 13, 2025, 1:27 PM' and a 'Confirmation Number: VD-3LJR-LHNG' are displayed. A paragraph of text reads: 'Thank you for completing your Registration Drop Off request. To print the form, you must scroll down to the bottom of the page and select Printable View. A copy of the form will also be sent to the email address that you provided.' Below this is a horizontal line. Further down, there is a feedback section: 'We welcome your feedback! Please click [here](#) to email us.' and a social media link: 'Thank you for using Mass.Gov/RMV. Follow us on X @MassRMV'. At the bottom of the main content area, there are two blue buttons: 'Printable View' and 'OK', both of which are enclosed in a red rectangular box. In the bottom right corner of the page, there is a small blue button labeled 'Access My Profile'.

8. The customer or runner brings the pre-staged bundle with the printed cover sheet to the Service Center. The CSR scans the QR code and logs the bundle.

Status updates and comments entered by the RMV can be reviewed online.

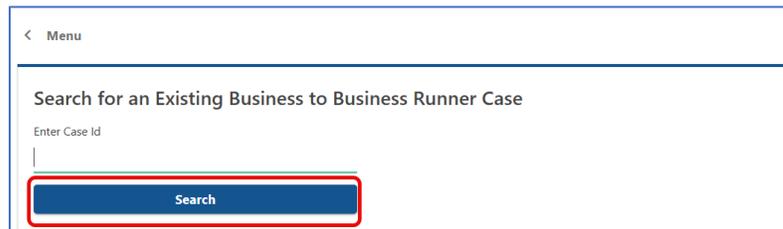
- Once the pre-staged bundle is scanned at the Service Center, the transaction status will update to **New** and a **Confirmation Number** is assigned and sent out via email to the email address entered on the **B2B Drop Off Cover Sheet**.
- Once RMV staff reviews the bundle, they will update the status to **In Progress**. The customer will be notified by email and provided with a **Tracking Number** and a link to the **RMV website**.
- As the bundle is processed, the status will be updated to **In Progress**, **Completed**, **Partial Completion**, or **Rejected**.

Using the B2B Tracker

Business partners can check bundle progress by clicking the link in their email or by visiting the RMV’s website at [Mass.Gov/myRMV](https://www.mass.gov/myRMV). From the Vehicle Registration section, select **More...** and then click **Check B2B Case Status**.

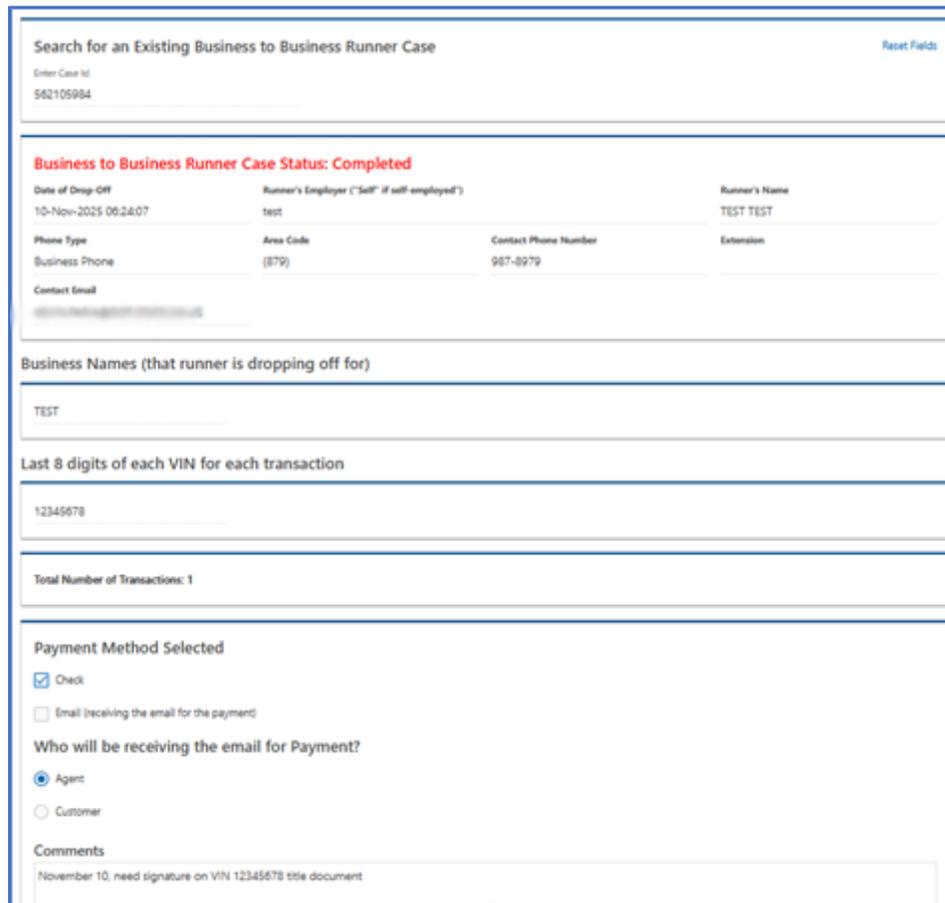
Steps:

1. Enter the **Case ID/Tracking Number** provided by email and click **Search**.



The screenshot shows a mobile application interface. At the top, there is a navigation bar with a back arrow and the word "Menu". Below this is a header section titled "Search for an Existing Business to Business Runner Case". Underneath the header is a text input field labeled "Enter Case Id" with a cursor. At the bottom of the input field area is a blue button with the text "Search" in white, which is highlighted with a red rectangular border.

2. The resulting screen displays the **Case Status** along with **Comments** and related information.



The screenshot displays the results of a search for a business to business runner case. The page title is "Search for an Existing Business to Business Runner Case" with a "Reset Fields" link on the right. The "Enter Case Id" field contains the value "562105994".

The main content area shows the following information:

- Business to Business Runner Case Status: Completed**
- Date of Drop-Off:** 10-Nov-2025 06:24:07
- Runner's Employer ("Self" if self-employed):** test
- Runner's Name:** TEST TEST
- Phone Type:** Business Phone
- Area Code:** (879)
- Contact Phone Number:** 987-0979
- Extension:**
- Contact Email:** [Redacted]

Below this information, there are three sections:

- Business Names (that runner is dropping off for):** TEST
- Last 8 digits of each VIN for each transaction:** 12345678
- Total Number of Transactions:** 1

The bottom section is titled "Payment Method Selected" and includes:

- Check
- Email (receiving the email for the payment)
- Who will be receiving the email for Payment?:** Agent, Customer
- Comments:** November 10, need signature on VIN 12345678 title document