



Electronic Vehicle Registration (EVR) – Becoming a Service Provider

Overview

Thank you for your interest in becoming a Service Provider for the Massachusetts Registry of Motor Vehicles (RMV) Electronic Vehicle Registration Program (EVR)!

There are many considerations that are outlined below and are presented to help you decide whether or not you want to pursue this effort. These are not meant to either encourage or discourage you, they are facts to assist you in making this decision.

- EVR allows Service Providers to interface directly with the RMV, your customers, referred to as Permit Holders, are limited to insurance agents/carriers, certain fleets, certain member-based organizations, and automobile dealers.
- The EVR Program utilizes Web Services that you will have to consume and has a number of business rules that you will have to meet.
- The basic transaction set that is necessary to process a registration and title transaction involves approximately seventeen (17) Inquiry Web Services and four (4) Update Web Services.
- The RMV imposes a quality assurance structured test on each Service Provider prior to certification for actual transaction processing. This test entails in excess of 1000 test cases for a basic Registration and Title transaction.
- Past experience is that the effort of onboarding a new Service Provider is a 10-14-month effort from an approval* date to pilot transaction processing. Thus, it is a significant commitment for both the RMV and the Service Provider.

*Approval is contingent on available Massachusetts Registry of Motor Vehicles resources for implementation.

If you would like to pursue becoming a Service Provider, you will need to do the following:

1. Thoroughly read through all of the documentation provided on the [EVR Documents](#) page of the Business Partner website.
2. Review the Web Service Specifications with your technical staff and the Business Specifications with your implementation staff.
3. Contact us with your questions from this review. Assuming you still want to move forward, the next steps are:
 - a. Provide the RMV with a written request from a client that is not currently a participant (Permit Holder) of the EVR Program** for your services.
 - b. Provide the RMV with a brief background of your business, services provided, and client base within Massachusetts for review.
 - c. The RMV will review the request from the client requesting your services and will reach out to you for next steps.

**There are currently 900+ participant locations in the EVR Program. The participants consist of Car Dealerships, Insurance Agencies, Fleet locations, and Member Based Organizations. The reason you need to provide us with a request from a client is that you, as a Service Provider, are not allowed to have access to RMV data. That access is can only be provided based on the fact that you are working on the behalf of someone else that is authorized for access (see the Access Agreement that is included in the documentation noted above).

As noted, the effort involved to become a Service Provider is significant; the purpose here is to provide you with the necessary information so you can make an informed business decision.