

# Audit of RMV Electronic Vehicle Registration (EVR)

*July 9, 2025*



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# Background

- The Electronic Vehicle Registration (EVR) process allows RMV-approved Permit Holders to process Registration transactions and Title applications via an electronic link through a Service Provider and the Massachusetts Registry of Motor Vehicles (RMV). EVR Permit Holders include car dealers, insurance agents, fleets, and insurance companies that meet the EVR program's volume requirements. Permit Holders may perform the following registry functions through EVR: process registrations and renewals; issue new plates and decals; transfer plates between vehicles; collect title information; process certain renewals; vehicle registrations; plate cancellations; and change a customer's address in the RMV database, if necessary.
- The EVR system is provided to Permit Holders through third-party Service Providers. Service Providers interface directly with the RMV to process registration and title transactions using electronic messages. There are four service providers: Boston Software, Computerized Vehicle Registration (CVR), Decision Dynamics, LLC (DDI), and Dealertrack Registration and Titling Solutions Inc.
- EVR is comprised of three programs: EVR Traditional, EVR Lite, and EVR Limited. EVR Traditional and EVR Lite are similar programs that are available to any of the participating Service Providers. An EVR Limited Program is designed specifically for insurance agents and their current software provider, Boston Software.
- At the time of the audit, there were approximately 905 permit holders using the traditional EVR product group, accounting for approximately 50% of Massachusetts registration and title transactions annually.

# Scope & Objectives

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- Audit Operations focused on determining whether the RMV EVR Unit has ensured the EVR permit holders are maintaining various standards for the period of January 1, 2022, through December 31, 2022.
- The primary objectives of the audit focused on determining whether:
  - System access controls are in place and are appropriate for the permit holders' level of responsibility through the EVR program.
  - Documented procedures are in place to ensure oversight for reviewing and completing the registration and transaction process. Transactions are processed in accordance with the RMV's policies and procedures.
  - Effective controls are in place to ensure that all permit holders understand and adhere to regulations for processing registration and title transactions. Data is entered accurately, and changes are made upon customer's request.
  - Permit holders are observing established procedures to ensure that transactions are processed in a secure area where unauthorized users do not have access. A detailed written security plan is submitted to the RMV.

# Scope & Objectives continued

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- Permit holders are providing adequate supervision and quality reviews to ensure data integrity, and verifying that the original transaction documents and copies are stored in a safe and secure area.
- Permit holders have at least two or three EVR authorized employees who process at least one transaction every 30 days. Permit holders process at least ten new plate transactions or transfers per month.
- License plates and decals that are electronically tracked for receipt and issuance are reviewed. Physical security of license plates and decals is validated.
- Inventory of the license plates on hand from the service provider's system is matched to ATLAS, as well as the plates and decals on hand compared with the inventory. Any discrepancies between the physical inventory and the printed inventory are identified, duplicate or damaged plates are disposed of. All ATLAS inquiries are performed for valid business purposes.

# Audit Findings

- Based on the audit results and testing, Internal Audit concludes that internal controls covering the EVR program are in place and functioning effectively. However, we have identified seven (7) issues, of which two (2) are High Risk, four (4) are Medium risk, and one (1) is Low Risk.
- The two (2) High Risk are as follows:
  - EVR Management has imposed a recommended audit frequency of one audit every 120 days for all Permit Holders to ensure the quality of data and information that is entered into the EVR process. However, the EVR audit team has been unable to meet this recommendation. Due to the increase in Permit Holders, the EVR's audit team is not sufficiently resourced to conduct one audit in a 120-day period. The EVR program has grown significantly, and the EVR audit process should be reengineered to align with the one onsite audit every 120 days.
  - The RMV has contracted with a third-party service provider, the Massachusetts Fleet Processing Center Inc. (MFPCI) based at Logan Airport, to process high volumes of EVR transactions for fleet operations. At time of audit, EVR had not examined the MFPCI, and the rental companies located within the MFPCI, during 2022 and 2023. AO was informed by EVR Management that their focus has been on the expansion of the EVR Program and the transition to ATLAS. After completion of the audit, EVR Management confirmed an onsite audit was completed on 3/7/24.
- RMV has responded with corrective actions for all audit findings.

# Thank You

