



# eServices Reference Manual for Insurance Industry Users

## A Guide to Viewing, Adding, and Amending Policy Data Using the RMV eServices Portal

MassDOT – RMV Division  
Commonwealth of Massachusetts  
25 Newport Ave., Extension  
North Quincy, MA 02171

Document Number: INS102M  
May 12, 2025

### **COPYRIGHT**

This document is the property of Massachusetts Department of Transportation, Registry of Motor Vehicles (RMV) Division. This information cannot be copied or used by any other agent without the granted permission of the MassDOT – Registry Division.

## Table of Contents

|            |   |           |
|------------|---|-----------|
| <b>1</b>   | <b>Overview .....</b>   | <b>4</b>  |
| <b>2</b>   | <b>Introduction to RMV eServices for Insurance Industry Users .....</b> | <b>5</b>  |
| <b>3</b>   | <b>Insurance Tasks Using the eServices Portal .....</b>                 | <b>9</b>  |
| <b>3.1</b> | <b>Searches .....</b>   | <b>9</b>  |
|            | <b>Searching for an Individual .....</b>                                | <b>9</b>  |
|            | <b>Searching for a Business .....</b>                                   | <b>11</b> |
|            | <b>Searching for a Vehicle.....</b>                                     | <b>12</b> |
|            | <b>Searching for a Policy.....</b>                                      | <b>14</b> |
|            | <b>NADA Vehicle Inquiry .....</b>                                       | <b>17</b> |
|            | <b>Title Status Search .....</b>  | <b>20</b> |
|            | <b>Search Submissions .....</b>   | <b>22</b> |
| <b>3.2</b> | <b>Reports .....</b>  | <b>23</b> |
|            | <b>Notice to Reinquire .....</b>  | <b>23</b> |
|            | <b>Notice to Carrier (NTC) .....</b>                                    | <b>24</b> |
| <b>3.3</b> | <b>Maintaining Insurance Data .....</b>                                 | <b>28</b> |
|            | <b>Adding a New Policy to a Vehicle .....</b>                           | <b>28</b> |
|            | <b>Performing a Bind Verification.....</b>                              | <b>34</b> |
|            | <b>Adding a Vehicle to an Existing Policy .....</b>                     | <b>36</b> |
|            | <b>Renewing a Policy.....</b>   | <b>40</b> |
|            | <b>Cancelling a Policy.....</b>   | <b>45</b> |
|            | <b>Reinstating a Policy .....</b>                                       | <b>48</b> |
|            | <b>Clearing/Amending Unpaid Premiums.....</b>                           | <b>52</b> |
|            | <b>Amending a Policy Holder .....</b>                                   | <b>57</b> |
|            | <b>Amending an Expiration Date .....</b>                                | <b>60</b> |
|            | <b>Re-Establishing a Policy Transaction .....</b>                       | <b>64</b> |
|            | <b>Cancelling a Vehicle’s Current Registration.....</b>                 | <b>69</b> |
|            | <b>Cancelling a Vehicle’s Previous Registration.....</b>                | <b>74</b> |
|            | <b>Printing a Registration Cancellation Receipt.....</b>                | <b>79</b> |
|            | <b>Changing Garaging Address.....</b>                                   | <b>82</b> |
| <b>3.4</b> | <b>SDIP Tasks .....</b>   | <b>85</b> |
|            | <b>Adding an Insurance Claim .....</b>                                  | <b>85</b> |
|            | <b>Adding a Formal Inquiry .....</b>                                    | <b>89</b> |
|            | <b>Adding an Out of State Incident.....</b>                             | <b>92</b> |

|  |            |
|--|------------|
| <b>Running an Informal Inquiry</b> .....                 | <b>95</b>  |
| <b>3.5 Section 5 Accounts</b> .....                      | <b>97</b>  |
| <b>Adding a Policy to a Section 5 Account</b> .....      | <b>97</b>  |
| <b>Cancelling a Section 5 Policy</b> .....               | <b>102</b> |
| <b>Other Section 5 Policy Transactions</b> .....         | <b>105</b> |
| <b>4 Managing Logon Privileges and Permissions</b> ..... | <b>106</b> |
| <b>4.1 eServices Administrative Tasks</b> .....          | <b>106</b> |
| <b>Adding a Logon</b> .....                              | <b>106</b> |
| <b>Granting Third Party Access</b> .....                 | <b>109</b> |
| <b>Modifying or Cancelling Access</b> .....              | <b>111</b> |
| <b>Reactivating Access</b> .....                         | <b>113</b> |
| <b>Viewing 3<sup>rd</sup> Party Logons</b> .....         | <b>116</b> |
| <b>Viewing Business Logons</b> .....                     | <b>117</b> |
| <b>5 References</b> .....                                | <b>118</b> |

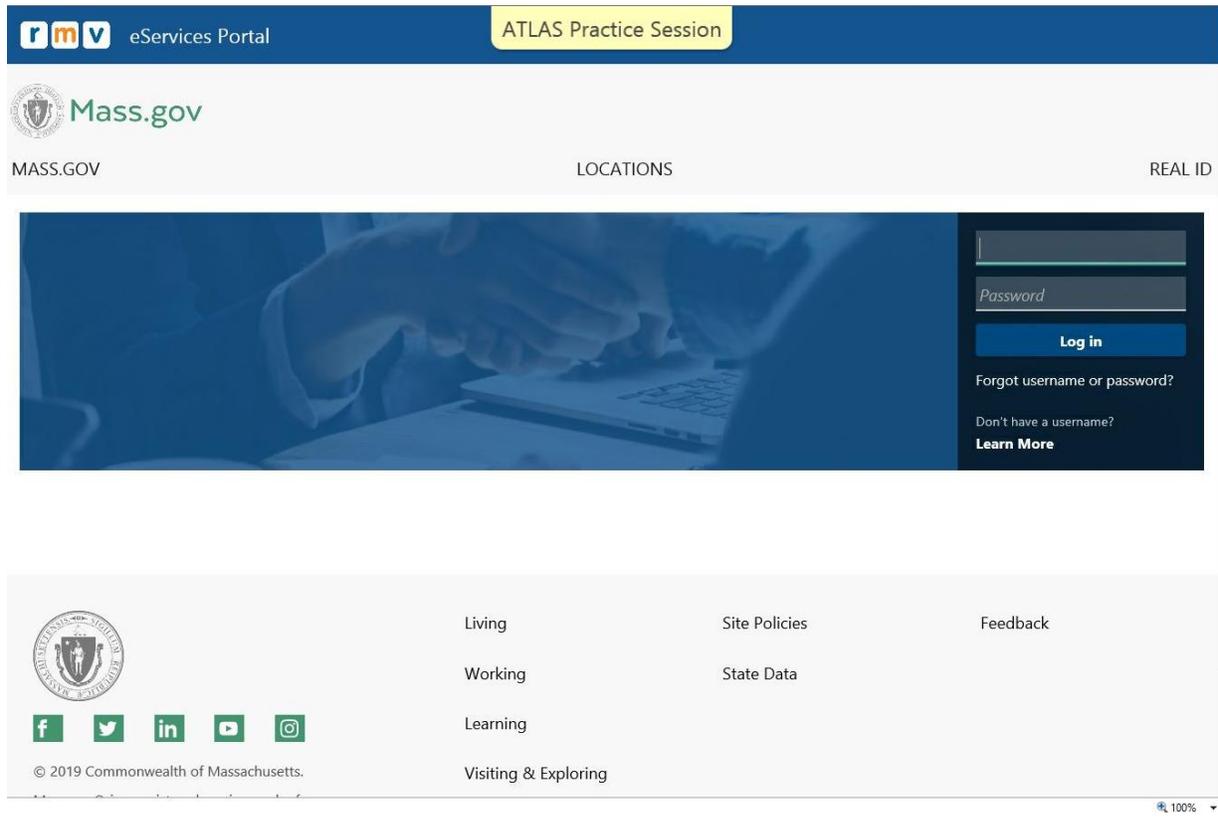
## 1 Overview

The purpose of this guide is to demonstrate basic use of the portal for insurance users. The insurance tasks covered include:

- Searching for an individual, business, vehicle, or policy
- Adding a policy
- Cancelling a policy
- Reinstating a policy
- Adding or removing a vehicle on a policy
- Updating vehicle owner or policy holder information
- Changing a vehicle garaging address
- Cancelling a Registration
- Printing a Registration Cancellation Receipt
- SDIP tasks such as running formal and informal inquiries and adding Out of State (OOS) incidents
- Section 5 insurance tasks such as adding, cancelling, or amending a Section 5 policy

## 2 Introduction to RMV eServices for Insurance Industry Users

The RMV eServices Portal is available to Insurance Industry users that have an authorized insurance industry Log-in. The Log-in page for the RMV eServices Portal is shown below.



After an RMV insurance user logs in, the home page displays with the **Summary** tab active. The upper left area of the page identifies the insurance company that is associated with the Log-in. The company may be an insurance carrier or an agency. The home page shown below is typical for an insurance carrier.

The screenshot shows the eServices Portal interface. At the top, there is a dark blue header with social media icons (Facebook, Instagram, Twitter) and the text "eServices Portal" on the left, and "ATLAS Practice Session" in a yellow box on the right. Below the header is a light gray section with the "Mass.gov" logo and the text "MASS.GOV", "LOCATIONS", and "REAL ID". A red box highlights the "TEST INSURANCE COMPANY" information, which includes the phone number "99-8877522" and the address "25 NEWPORT AVENUE EXT FL 1, QUINCY MA 02171-1790". To the right of this information, it says "Welcome, Steven Test" and "You last logged in on Saturday, Nov 9, 2019 2:20:55 PM" with a "Manage My Profile" link. Below this is a navigation bar with "Summary" (highlighted), "Action Center" with a notification icon, and "More...". The main content area is divided into two sections: "TEST INSURANCE COMPANY" with details like "Insurance Carrier" and "CAR Code: 000", and a "Search" section with links for "Search for an Individual", "Search for a Business", "Search for a Vehicle", "Search for a Policy", and "NADA Vehicle Inquiry". A "Reports" section below has links for "Notice to Reinquire" and "Notice to Carrier".

# eServices Reference Guide for Insurance Industry Users

The home page for an agency is similar to that of the carrier, except that an agency typically has the **Work with Someone Else** link, located below the agency name, which allows it to use permissions in ATLAS that a carrier has granted to it. An example of an agency home page is shown below.

The screenshot displays the eServices Portal interface for an insurance agency. At the top, there is a blue navigation bar with the 'eServices Portal' logo on the left, 'ATLAS Practice Session' in a yellow box in the center, and a user profile icon on the right. Below this is a white header area with the 'Mass.gov' logo and 'MASS.GOV' text on the left, 'LOCATIONS' in the center, and 'REAL ID' on the right. The main content area features the agency name 'SAMPLE INSURANCE AGENCY' and a red-bordered box around the 'Work with someone else' link. To the right, a user greeting reads 'Welcome, Sam Sample' with a 'Manage My Profile' link. Below the agency name, contact information is listed: '04-0000000', '1 COPLEY PL', and 'BOSTON MA 02116-6598'. A navigation menu includes 'Summary', 'Action Center' with a notification badge, and 'More...'. A search bar is present with the word 'Search' and a list of search options: 'Search for an Individual', 'Search for a Business', 'Search for a Vehicle', 'Search for a Policy', and 'NADA Vehicle Inquiry'.

The home page **Summary** tab contains five links for searches: **Individual**, **Business**, **Vehicle**, **Policy**, and **NADA Vehicle Inquiry**. For insurance carriers (but not for agencies) there are also two links for reports: **Notice to Carrier** and **Notice to Reinquire**.

Tabs for **Action Center** and **More...** are also available on the home page. The **Action Center** is not applicable to Insurance users.

The **More** tab provides administrative options, as shown below. These will be described in detail later.

Summary Action Center **More...**

What would you like to do?

**Access**  
Manage access of accounts I have access to.

- > Add a New Logon
- > Grant 3rd Party Access
- > Manage My Logons
- > View 3rd Party Access
- > View Business Access

**Letters**  
View all letters I've received from the agency.

- > View Letters

**Submissions**  
Search for previous submissions.

- > Search Submissions
- > Print Cancellation Receipt

**Title Status**  
Check the current status of a title.

- > Title and Lienholder Status

### 3 Insurance Tasks Using the eServices Portal

Insurance tasks that can be performed on the eServices Portal include:

- Searching for individuals, businesses, vehicles, and insurance policies
- Adding and amending insurance policy records
- Updating individual driving history as part of the Safe Driver Incentive Program (SDIP)
- Updating vehicle ownership information such as vehicle garaging addresses
- [Looking up vehicle values using the NADA Vehicle Inquiry search](#)

#### 3.1 Searches

Searches are a fundamental operation for insurance industry users, not only for obtaining and verifying information, but also because to add or modify policies it is necessary to locate records for the vehicle and/or policy affected in the database. ATLAS allows you to search by Individual (name, driver's license number), Business (name, business EIN), vehicle (VIN, plate number) and Policy (policy number with carrier code, policy type, and term effective date). ATLAS also provides a NADA Vehicle Inquiry search, which allows insurance user to look up the value of a vehicle, based on year, make, model, and mileage.

#### Searching for an Individual

The following procedure describes how to search for an individual using ATLAS. Locating the individual's entity springboard will allow you to view his or her vehicles and insurance policies, and driver-related information.

1. From the **Summary** tab on the home page, click on **Search for an Individual**. The following search field displays.



The screenshot shows a web interface for ACME INSURANCE. At the top left, there is a breadcrumb trail: < ACME INSURANCE. Below this, a search bar is displayed with the text "Search for an Individual" inside a red rectangular box. To the right of the search bar, there is a link labeled "Search Help". Below the search bar, there is a search input field with a red asterisk and the word "Search" in a light gray font. To the right of the input field is a blue button labeled "Search".

2. Enter the individual's name, last name first (in the example it is **Lyons, Elisha**), in the search field and click **Search**. ATLAS returns the results below a bold blue font (hyperlink). In this example, ATLAS returns **ELISHA SAWYER LYONS**.

< ACME INSURANCE

Search for an Individual Search Help

Lyons,Elisha Search

Results Filter

**ELISHA SAWYER LYONS**

|                      |                                     |
|----------------------|-------------------------------------|
| License Number:      | No License                          |
| Date of Birth:       | 7/4/1956                            |
| Residential Address: | 73 LILLIAN DR HYANNIS MA 02601-3439 |
| Mailing Address:     | Same as Residential                 |

3. Click the individual name, **ELISA SAWYER LYONS**.
4. The individual entity springboard displays, providing more information about the individual. As shown below, the **Vehicles** tab with **Vehicles** sub-tab selected, lists the vehicles owned or leased by the individual. If the **Policies** sub-tab is selected, the policies held by the individual are shown. Other tabs in the blue tab bar allow access to additional information.

**Individual**

Name : ELISHA SAWYER LYONS

License Number : None

License State : None

Date of Birth : 04-Jul-1956

Primary Address : 73 LILLIAN DR  
HYANNIS MA 02601-3439

**Demographics**

There are no demographics.

**I Want To**

[Run an Informal Inquiry](#)

[Add a Formal Inquiry](#)

[Add an Insurance Claim](#)

[Add an Out of State Incident](#)

SDIP
Licensing
Vehicles
Enforcement
Other

Vehicles
Policies

**Vehicles**

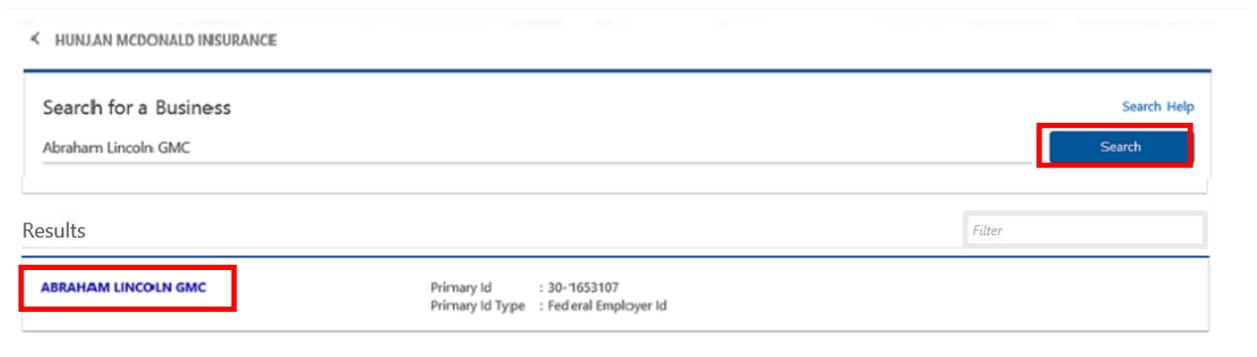
[Show History](#) Filter

| Vehicle      | Plate Number | VIN               | Ownership Cease |
|--------------|--------------|-------------------|-----------------|
| 2015 LEXS IS | 51G440       | JTHBF1D26F5054938 |                 |
| 2016 HD FLHR | 1A3031       | 1HD1FBM17GB675763 |                 |

## Searching for a Business

To search for a business:

1. Select the **Search for a Business** link on the **Summary** tab of the eServices home page.
2. Enter the business name in the search field. In this example, the name **Abraham Lincoln GMC** is entered. Click **Search**.
3. Click on the name of the business that you are searching for when it appears.



< HUNJAN MCDONALD INSURANCE

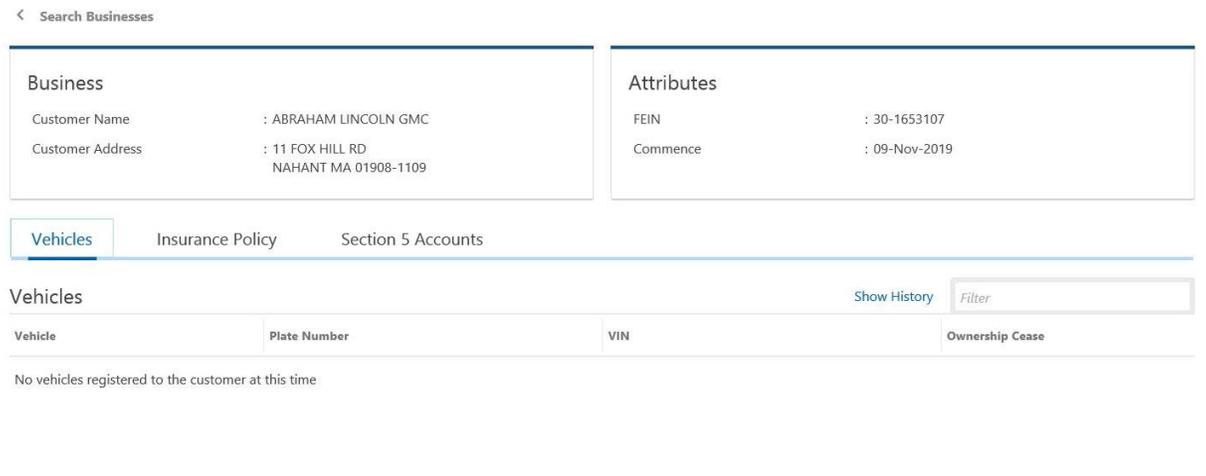
Search for a Business Search Help

Abraham Lincoln GMC Search

Results Filter

ABRAHAM LINCOLN GMC Primary Id : 30-1653107  
Primary Id Type : Federal Employer Id

4. The Business Entity springboard displays. In this example, the business does not own any vehicles.



< Search Businesses

| Business         |  | Attributes |               |
|------------------|--|------------|---------------|
| Customer Name    | : ABRAHAM LINCOLN GMC                    | FEIN       | : 30-1653107  |
| Customer Address | : 11 FOX HILL RD<br>NAHANT MA 01908-1109 | Commence   | : 09-Nov-2019 |

**Vehicles** Insurance Policy Section 5 Accounts

Vehicles Show History Filter

| Vehicle   | Plate Number | VIN | Ownership Cease |
|---|--------------|-----|-----------------|
| No vehicles registered to the customer at this time |              |     |                 |

## Searching for a Vehicle

To search for a vehicle:

1. Select the **Search for a Vehicle** link on the **Summary** tab of the eServices home page. The **Search for a Vehicle** link displays.
2. Enter either the VIN number or plate number in the **Search** field. Click **Search**.

**NOTE:** Using the last eight characters of the VIN, as shown in the example, is a convenient alternative to entering the entire VIN.

The screenshot shows a web interface for ACME Insurance. At the top left, there is a breadcrumb trail: < ACME INSURANCE. Below this is a search bar titled "Search for a Vehicle". Inside the search bar, the text "6A153604" is entered. To the right of the search bar is a blue button labeled "Search". Above the search bar, there is a link for "Search Help". Below the search bar is a section labeled "Results" with a "Filter" button. The search results display a single entry: "2006 ICRP 3000". To the right of this entry, the following details are listed: Plate Type : School Bus Normal Plate, Plate Number : 30116, Primary Owner : SPIKES STUDENT TRANSPORT, and VIN : 4DRBUAAN06A153604.

3. Click on the vehicle year, make, and model name (in the example, **2006 ICRP 3000**).

- The vehicle ownership springboard displays as shown in the example below. This springboard displays detailed information on the vehicle ownership and registration. Additional details are viewable by clicking the **Registration**, **Title**, **Obligations**, **Inspections**, and **Insurance** tabs.

**NOTE:** In the example below, the **Vehicle** tab and **Owners** sub-tab are active. The [Hide History/Show History](#) link allows you to toggle between showing and hiding ownership history.

The screenshot shows a web interface for vehicle ownership. At the top, there are three main sections: 'Vehicle Ownership', 'Registration', and 'I Want To'. Below these is a navigation bar with tabs for 'Vehicle', 'Registration', 'Title', 'Obligations', 'Inspections', and 'Insurance'. The 'Vehicle' tab is highlighted with a red box. Underneath the navigation bar, there are sub-tabs for 'Owners', 'Liens', 'Vehicle Detail', and 'Odometer'. The 'Owners' sub-tab is active. Below the sub-tabs, there is a table of owners. The 'Show History' link is highlighted with a red box. The table has columns for 'Type', 'Name', 'Commence', 'Cease', and 'Active'.

| Type          | Name                     | Commence    | Cease | Active                              |
|---------------|--------------------------|-------------|-------|-------------------------------------|
| Primary Owner | SPIKES STUDENT TRANSPORT | Apr-08-2019 |       | <input checked="" type="checkbox"/> |

## Searching for a Policy

To search for a policy:

1. Select the **Search for a Policy** link on the **Summary** tab of the eServices home page.
2. Enter **Policy Number**, **Company Code**, and **Effective Date** for the policy term that you are searching for. Select **Policy Type** drop-down menu. **Click Search**.

**NOTE:** All search terms: **Policy Number**, **Company Code**, **Policy Type**, and **Effective Date**--are required to search for a policy.

The screenshot shows a search form titled "Search for a Policy" with four input fields: "Policy Number" (containing asterisks), "Company Code" (containing four asterisks), "Policy Type" (a dropdown menu set to "Private Passenger"), and "Effective Date" (containing "Dec-20-2018"). A "Search" button is on the right. Below the form, the search results are displayed in a table-like format. The "Policy Number" is shown in bold blue font and is highlighted with a red box. Other fields include "Policy Holder", "Company", "Policy Type" (Private Passenger), "Effective Date" (Dec-20-2018, highlighted with a red box), and "Expiration Date" (Dec-20-2019).

3. If the policy term specified is in the database, the search returns the policy number in bold font below the bold blue line. Click on policy number to view information about the policy.

**NOTE:** To immediately view a list of vehicles currently insured by the policy, you can instead click on the effective date in the search results (displays in blue font).

- Information about the policy, including but not limited to **Policy Holder, Insurance Company (CAR) Code, Policy Type, Effective and Expiration Dates, and Unpaid Premium** displays on the policy springboard.

**NOTE:** The [Hide History/Show History](#) link allows you to toggle between showing and hiding policy history.

< ESV Search by Policy

---

Policy Details

Company Code : \*\*\*\*\*

Policy Number : \*\*\*\*\*

Policy Type : Personal

---

[Insurance Policy](#)

---

Policies [Hide History](#)

| Policy Number | Policy Holder | Company Code | Policy Type | Term Effective              | Term Expire | Cancelled | Cancel Reason | Unpaid Premium |
|---------------|---------------|--------------|-------------|-----------------------------|-------------|-----------|---------------|----------------|
| *****         | *****         | *****        | Personal    | <a href="#">Dec-20-2018</a> | Dec-20-2019 |           |               | 0.00           |
| *****         | *****         | *****        | Personal    | <a href="#">Dec-20-2017</a> | Dec-20-2018 |           |               | 0.00           |
| *****         | *****         | *****        | Personal    | Dec-20-2016                 | Dec-20-2017 |           |               | 0.00           |

- To see all of the vehicles currently insured under the policy, click on the blue date in the **Term Effective** column (this is the term currently in effect).

**NOTE:** To view vehicles covered in previous terms of the policy, click on the term effective date for the year that you want to view. Previous years display in gray font; however, they are active hyperlinks. (**Show History** must be active to view previous years.)

6. The **Policy Details** springboard displays with the **Vehicles** tab selected as a default. Vehicles covered under the current term of the policy are listed.

**NOTE:** The **Section 5 Accounts** sub-tab, if selected, allows you to view any Section 5 accounts covered under the policy.

< ESV Search by Policy

**Policy Details**

Company Code : \*\*\*\*\*

Policy Holder : \*\*\*\*\*

Policy Number : \*\*\*\*\*

Policy Type : Personal

Effective : Dec-20-2018

Expiration : **Dec-20-2019**

Status : **Active**

**Vehicles** | Section 5 Accounts

**Vehicles** Hide History

| Vehicle               | Plate Number | VIN   | Effective   | Cease       |
|-----------------------|--------------|-------|-------------|-------------|
| 2016 CHEV COLORA      | *****        | ***** | Dec-20-2018 | Dec-20-2019 |
| 2012 CHEV CAMARO      | *****        | ***** | Dec-20-2018 | Dec-20-2019 |
| 2013 TOYT SCION COUPE | *****        | ***** | Dec-20-2018 | Nov-07-2019 |
| 2010 LEXS LS460       | *****        | ***** | Dec-20-2018 | Dec-20-2018 |

## NADA Vehicle Inquiry

To perform a NADA Vehicle Inquiry:

1. Select the **NADA Vehicle Inquiry** link on the **Summary** tab of the eServices home page.
2. Enter the **VIN** and **Mileage** for the vehicle that you are finding the value of. Click **Next**.

The screenshot shows the 'IPM Vehicle NADA Details' page. At the top, there is a breadcrumb trail: '< CORNERSTONE INSURANCE'. Below this is the title 'IPM Vehicle NADA Details'. A progress bar indicates three steps: 'Enter VIN & Mileage' (active), 'Select Body Style', and 'Summary'. The main form area is titled 'NADA Vehicle Inquiry' and contains two input fields: 'VIN' with the value 'JTHBF1D26F5054938' and 'Mileage' with the value '37,786'. Both input fields are highlighted with red boxes. At the bottom of the form, there are three buttons: 'Cancel', '< Previous', and 'Next >', with the 'Next >' button highlighted in red.

3. Select the applicable trim level. Click **Next**.

2015 LEXUS IS

|                    |       |                        |     |
|--------------------|-------|------------------------|-----|
| <b>Body Style:</b> | Sedan | <b>Fuel Type:</b>      | Gas |
| <b>Color:</b>      | N/A   | <b>Passengers:</b>     | N/A |
| <b>Cylinders:</b>  | 6     | <b>Seats:</b>          | N/A |
| <b>Doors:</b>      | 4     | <b>Unladen Weight:</b> | N/A |

Sedan 4D IS250 V6 - IS

Base

4. The **Summary** page displays, showing vehicle information including the mileage adjusted clean trade-in value which is used to assist with a casual sale.

IPM Vehicle NADA Details

Enter VIN & Mileage  Select Body Style  Summary

**Summary**

|                    |                          |
|--------------------|--------------------------|
| VIN                | : JTHBF1D26F5054938      |
| Vehicle Year       | : 2015                   |
| Vehicle Make       | : LEXUS                  |
| Vehicle Model      | : IS                     |
| Vehicle Trim       | : Sedan 4D IS250 V6 - IS |
| Mileage            | : 37,756                 |
| Mileage Adjustment | : 3,225.00               |
| MSRP               | : 36,550.00              |
| Average Mileage    | : 67,500                 |
| Mileage Trade In   | : 18,225.00              |

**Note**

To receive an email and summary of this transaction, please select the Submit button on the bottom of the page

5. Click **Submit** to view and receive by email a printable summary of the NADA value of the vehicle.

**NOTE:** Not all vehicles will return a value. If no value is available, a message displays indicating that value information for the vehicle could not be found.

Confirmation



REGISTRY OF MOTOR VEHICLES

November 12, 2019, 10:19 AM

Confirmation Number: 0-637-878-272

Thank you! Your request was processed successfully on November 12, 2019 at 10:19 AM.

Below are IPM Vehicle NADA Details

|                                       |                     |
|---------------------------------------|---------------------|
| Year                                  | : 2015              |
| Make Description                      | : LEXUS             |
| Series Description                    | : IS                |
| Body Description                      | : Sedan 4D IS250 V6 |
| Mileage                               | : 37756             |
| Mileage Adjustment                    | : \$3,225.00        |
| MSRP                                  | : \$36,550.00       |
| Average Mileage                       | : 67500             |
| Average Trade In Plus VIN Acc Mileage | : \$18,225.00       |

Thank you for using the RMV's NADA Vehicle Inquiry transaction.

We welcome your feedback!  
Please click [here](#) to email us.

Thank you for using [Mass.Gov/RMV](#).

Follow us on [Twitter @MassRMV](#)

**OK**

**Printable View**

6. Click **OK** to return to the vehicle ownership springboard or **Printable View** to print the result of your search.

## Title Status Search

To search for a vehicle title status when you know the VIN number, proceed as follows:

1. From the eServices home page, select the **More** tab, then select Title and Lienholder status.

The screenshot shows the eServices home page interface. At the top, there are three tabs: "Summary", "Action Center", and "More...". The "More..." tab is highlighted with a red box. Below the tabs is a search bar with the placeholder text "What would you like to do?". The main content area is divided into three columns. The left column is titled "Access" and contains five buttons: "Add a New Logon", "Grant 3rd Party Access", "Manage My Logons", "View 3rd Party Access", and "View Business Access". The middle column is titled "Letters" and contains one button: "View Letters". The right column is titled "Submissions" and contains two buttons: "Search Submissions" and "Print Cancellation Receipt". Below these columns is a section titled "Title Status" with the description "Check the current status of a title." and one button: "Title and Lienholder Status", which is also highlighted with a red box.

2. The **Enter Vehicle Information** screen displays. Enter the full vehicle VIN number and click **Search**.

< \*\*\*\*\* INS CO

Enter Vehicle Information

Full VIN  
*Required*

Search

3. The search results display title and lienholder information.

\*\*\*\*\* INS CO

Enter Vehicle Information

Full VIN  
\*\*\*\*\*

Search

Inquiry Results

VIN  
\*\*\*\*\*

Title Number  
\*\*\*\*\*

Title Type  
[Clear](#)

Title Status  
Active

Title Issue Date  
05-Mar-2004

Title Print Date  
05-Jan-2005

Title Mailed To  
No address on record

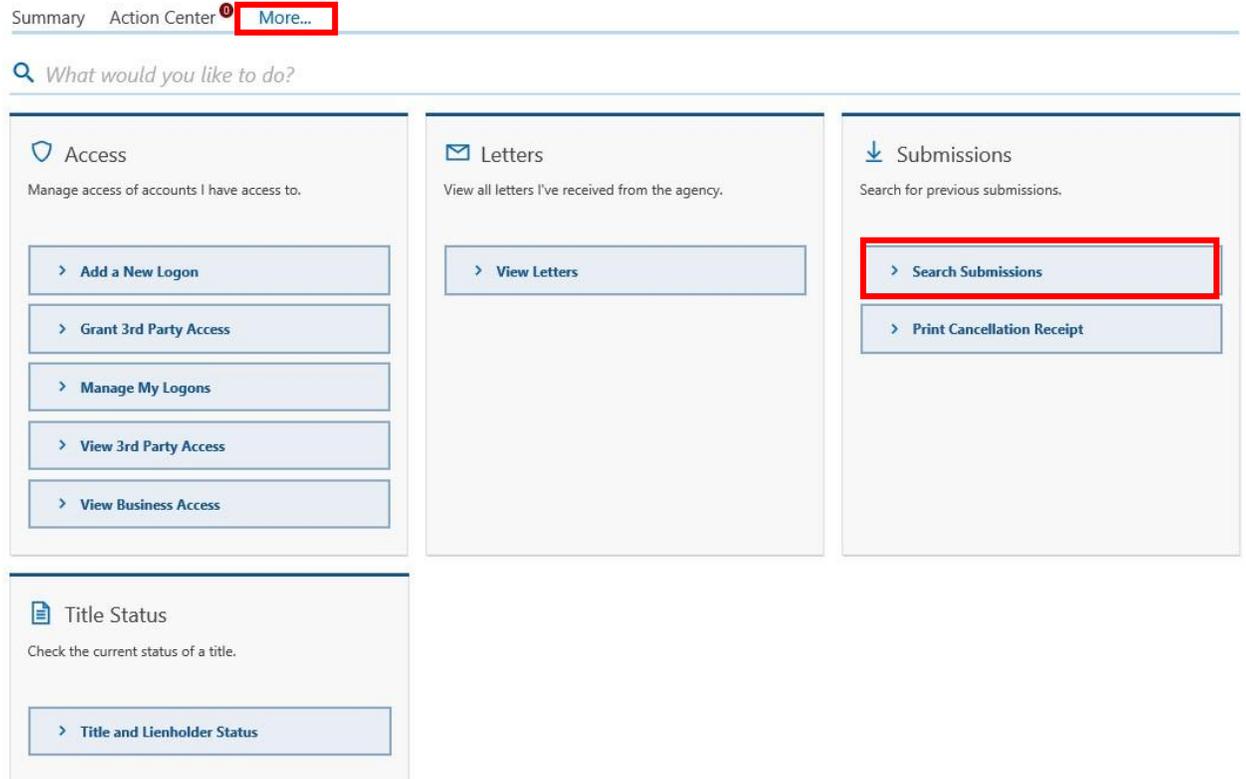
Liens

|  |                                     |
|--|-------------------------------------|
| Lien Holder Name<br>***** CREDIT UNION | Is an Electronic Title Holder<br>No |
|--|-------------------------------------|

## Search Submissions

You can search submissions, including cancellations and reinstatements, made under your login as follows:

1. From the eServices home page, select **More** and then select **Search Submissions**.



2. Specify the time period that you want to search. Then click **Search**. Submissions that you have made, if any, display below.

Processed

---

Search

Processed From Jan-21-2019 

Processed To Jan-21-2020 

**Search**

---

Submissions Filter

| Date                      | Title |
|---------------------------|-------|
| There are no submissions. |       |

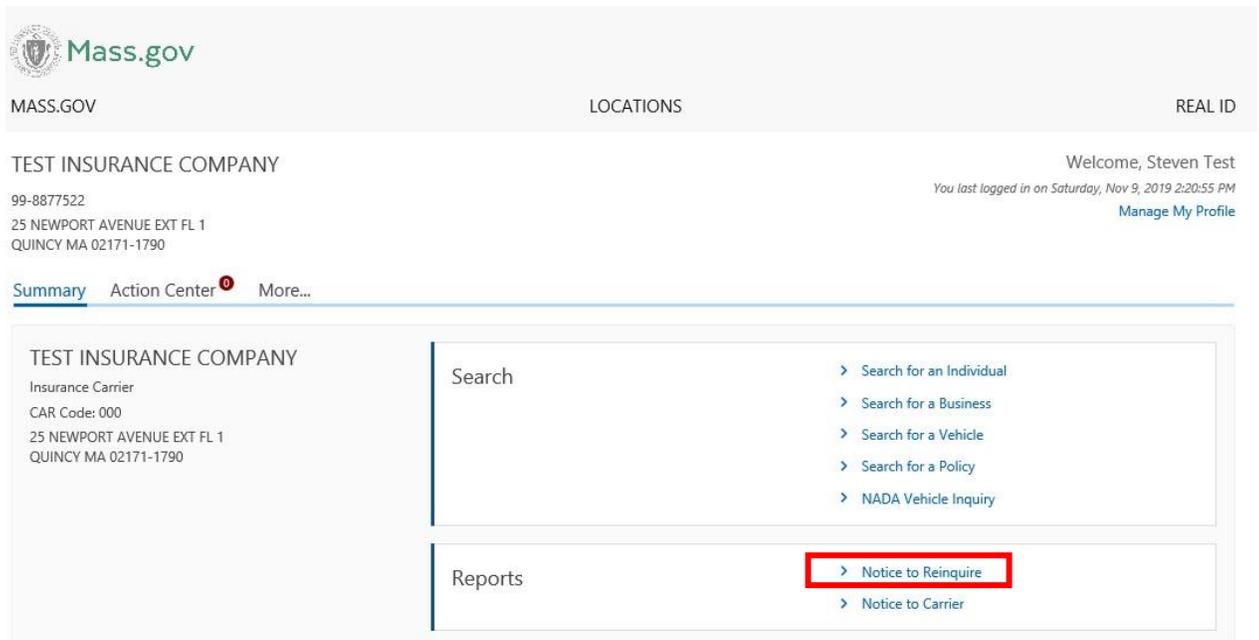
### 3.2 Reports

The **Summary** page provides links to two reports that are available to insurance carriers, **Notice to Reinquire** and **Notice to Carrier**.

#### Notice to Reinquire

To view the **Notice to Reinquire** report:

1. On the ATLAS home page **Summary** tab, click on **Notice to Reinquire**.



Mass.gov

MASS.GOV LOCATIONS REAL ID

TEST INSURANCE COMPANY Welcome, Steven Test  
You last logged in on Saturday, Nov 9, 2019 2:20:55 PM  
[Manage My Profile](#)

99-8877522  
25 NEWPORT AVENUE EXT FL 1  
QUINCY MA 02171-1790

Summary Action Center <sup>0</sup> More...

---

TEST INSURANCE COMPANY  
Insurance Carrier  
CAR Code: 000  
25 NEWPORT AVENUE EXT FL 1  
QUINCY MA 02171-1790

Search

- > Search for an Individual
- > Search for a Business
- > Search for a Vehicle
- > Search for a Policy
- > NADA Vehicle Inquiry

Reports

- > Notice to Reinquire**
- > Notice to Carrier

2. The **Notice to Reinquire** report displays. This report has six sortable fields, **Policy Number**, **Reinquire Sent**, **License Number**, **License State**, **Last Name**, **Policy Effective**, and **Policy Expiration**.

**NOTE:** The **Filter** field can be used as a search tool to locate a record.

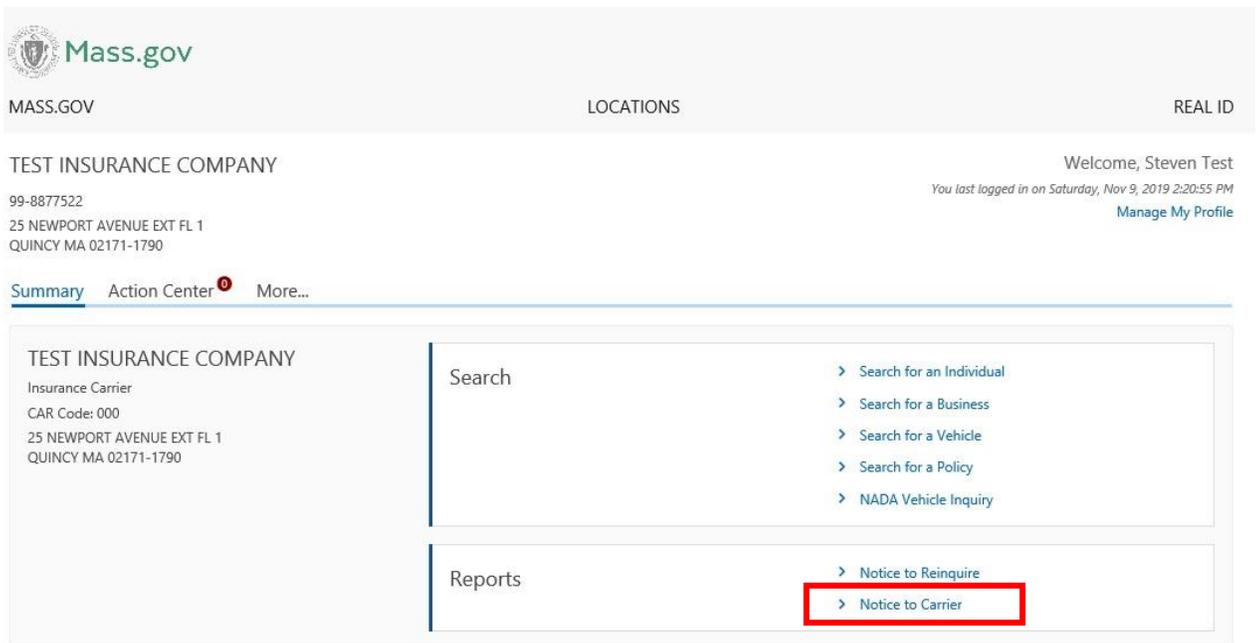
3. If desired, the **Export** link can be used to create a spreadsheet file of the report on your computer.



## Notice to Carrier (NTC)

To view the **Notice Carrier (NTC)** report:

1. On the ATLAS home page **Summary** tab, click on **Notice to Carrier**.



- The **Notice to Carrier** report displays with the **Registration** tab active. The **Registration** tab has five sub tabs: **No Policy Reported**, **Policy Expired**, **Registration Status Changed**, **Registration Changed** and **Section 5 Number of Plates Changed**. If desired, the **Export** link can be used to create a spreadsheet file of any of the sub-tab reports on your computer.

< TEST INSURANCE COMPANY

TEST INSURANCE COMPANY  
000  
25 NEWPORT AVENUE EXT FL 1  
QUINCY MA 02171-1790

Registration Policy Help

No Policy Reported Policy Expired Registration Status Changed Registration Changed Section 5 Number of Plates Changed

No Policy Reported Export

| VIN or Section 5 Registration Number | Description | Reason Code | Severity |
|--------------------------------------|-------------|-------------|----------|
| No rows returned.                    |             |             |          |

- Click on **Policy** to view the **Policy** tab. The **Policy** tab has two sub-tabs, **Active Policy With No Vehicles** and **Bind Verification Required**. If desired, the **Export** link can be used to create a spreadsheet file of any of the sub-tab reports. In addition, the **Filter** field can be used to locate records that include specific values, such as a policy number, term effective date, etc. The page number in, for example, “page 1 of “ is a link that allows you to go directly to the desired page.

\*\*\*\*\*  
 \*\*\*\*\*  
 \*\*\*\*\*  
 \*\*\*\*\*  
 \*\*\*\*\*

Registration
Policy
Help

Active Policy With No Vehicles
Bind Verification Required

---

Active Policy With No Vehicles

Export
Page 1 of 12
Filter

| Policy Number | Term Effective | Term Expire | Description                    | Notice Reason Code | Severity |
|---------------|----------------|-------------|--------------------------------|--------------------|----------|
| *****:        | Oct-07-2019    | Apr-07-2020 | Active Policy With No Vehicles | 308                | Notice   |
| *****:        | Oct-18-2019    | Apr-18-2020 | Active Policy With No Vehicles | 308                | Notice   |
| *****:        | Jul-14-2019    | Jan-14-2020 | Active Policy With No Vehicles | 308                | Notice   |
| *****:        | Jun-09-2019    | Dec-09-2019 | Active Policy With No Vehicles | 308                | Notice   |
| *****:        | Sep-16-2019    | Mar-16-2020 | Active Policy With No Vehicles | 308                | Notice   |
| *****:        | May-16-2019    | Nov-16-2019 | Active Policy With No Vehicles | 308                | Notice   |
| *****:        | Jun-02-2019    | Dec-02-2019 | Active Policy With No Vehicles | 308                | Notice   |
| *****:        | Jul-05-2019    | Jan-05-2020 | Active Policy With No Vehicles | 308                | Notice   |

- Click **Help** to view the **Help** sub-tab information. The **Help** tab provides information on the reason codes used in the **Notice to Carrier** report. For additional details, review the [IPM Manual](#) for Notice to Carrier (NTC) information.

| Registration Policy <b>Help</b>                                    |   |  |              |
|--|---|--|--------------|
| Reason Code Descriptions <span style="float: right;">Filter</span> |   |  |              |
| Reason Code  | Notice Type   | Description  | Display Days |
| 301  | No Policy Reported - Active Registration - Not Subject to Revocation            | No policy reported on an active registration that is not subject to revocation.                          | 30           |
| 201  | No Policy Reported - Active Registration - Subject to Revocation                | No policy reported on an active registration that is subject to revocation.                              | 23           |
| 101  | No Policy Reported - Registration Pending Revocation                            | No policy reported on an active registration that is now pending revocation due to unreported insurance. | 10           |
| 001  | No Policy Reported - Registration Revoked                                       | No policy reported that has resulted in revocation of the registration due to unreported insurance.      | 30           |
| 202  | Policy Expired - Active Registration  | Policy expired on an active registration.  | 10           |
| 102  | Policy Expired - Registration Pending Revocation                                | Policy expired on an active registration that is now pending revocation.                                 | 10           |
| 002  | Policy Expired - Registration Revoked   | Policy expired that has resulted in revocation of the registration.                                      | 30           |
| 207  | Registration Expired  | Active policy reported on a vehicle with an expired registration.  | 30           |
| 206  | Registration Cancelled  | Active policy reported on a vehicle with a cancelled registration.                                       | 30           |
| 105  | Registration Revoked  | Active policy reported on a vehicle with a revoked registration.   | 30           |
| 409  | Registration Number Changed   | Registration on an active policy has had a registration number change.                                   | 7            |
| 410  | Registration Carrier Changed  | Registration on an active policy reporting an insurance carrier change.                                  | 7            |
| 204  | Bind Policy Verification Required   | 90 days has elapsed for a bind policy without a bind policy verification.                                | 30           |
| 308  | Active Policy With No Vehicles  | Active policy exists with no actively insured vehicles under the policy.                                 | 30           |
| 203  | Section 5 Number of Plates Changed - Increase - Active Registration             | Active policy with an increase in plates with an active registration.                                    | 10           |
| 103  | Section 5 Number of Plates Changed - Increase - Registration pending revocation | Active policy with an increase in plates that is now pending revocation.                                 | 10           |
| 003  | Section 5 Number of Plates Changed - Increase - Registration revoked            | Active policy with an increase in plates that has resulted in a revocation.                              | 30           |
| 303  | Section 5 Number of Plates Changed - Decrease                                   | Active policy with a decrease in plates.   | 30           |

### 3.3 Maintaining Insurance Data

The following section provides examples of how to add, cancel, or amend insurance policies and related data using the eServices Portal.

#### Adding a New Policy to a Vehicle

The following procedure provides an example of how to add a new policy.

1. Select **Search for a Vehicle** hyperlink from eServices Portal home page.
2. Enter the last eight numbers/characters of the VIN number you are going to add a policy to. In our example the last eight are 6A153604. (You can also enter the plate number, or find the vehicle by selecting **Search for Individual** or **Search for a Business** and searching for the owner by name.)

The screenshot shows the 'ACME INSURANCE' search interface. The search bar is titled 'Search for a Vehicle' and contains the text '6A153604'. A 'Search Help' link is visible on the right. A blue 'Search' button is located below the search bar. Below the search bar, the 'Results' section is displayed with a 'Filter' button. The results list includes a single entry: '2006 ICRP 3000'. To the right of this entry, the following details are listed: 'Plate Type : School Bus Normal Plate', 'Plate Number : 30116', 'Primary Owner : SPIKES STUDENT TRANSPORT', and 'VIN : 4DRBUAAN06A153604'.

3. Click on the vehicle year, make, and model name.

This screenshot is identical to the one above, showing the search results for '2006 ICRP 3000'. In this version, the text '2006 ICRP 3000' in the results list is highlighted with a red rectangular box, indicating the step to click on the vehicle year, make, and model name.

- The vehicle ownership springboard displays. Under **I Want To**, click **Add Insurance Policy**.

The screenshot shows a user interface for vehicle management. At the top left is a 'Home' link. The main content is divided into three panels: 'Vehicle Ownership', 'Registration', and 'I Want To'. The 'I Want To' panel is highlighted with a red box and contains three options: 'Cancel Vehicle Registration', 'Update Vehicle Address', and 'Add Insurance Policy'. Below this is a navigation bar with tabs for 'Vehicle', 'Registration', 'Title', 'Obligations', 'Inspections', and 'Insurance'. Under the 'Vehicle' tab, there are sub-tabs for 'Owners', 'Liens', 'Vehicle Detail', and 'Odometer'. The 'Owners' section displays a table with columns for 'Type', 'Name', 'Commence', 'Cease', and 'Active'. The table contains one entry for 'Primary Owner' with the name 'SPIKES STUDENT TRANSPORT' and a 'Next' button highlighted in red.

| Type          | Name                     | Commence    | Cease | Active                              |
|---------------|--------------------------|-------------|-------|-------------------------------------|
| Primary Owner | SPIKES STUDENT TRANSPORT | Apr-08-2019 |       | <input checked="" type="checkbox"/> |

- The **Insurance Policy New Business Transaction** page displays.

The screenshot shows the 'Insurance Policy New Business Transaction' page. It features a 'Get Ready' button and a 'Next' button highlighted with a red box. The page contains the following text:

This transaction will guide you through adding a new insurance policy to a currently registered vehicle or section 5 account.

To begin adding a new insurance policy, please click "Next".

- Click **Next**.

7. The **Insurance Policy New Business Transaction** page displays policy information.

**NOTE:** The **+Add a vehicle** link can be used to add additional vehicles to the policy.

The screenshot shows the 'Insurance Policy New Business Transaction' page. On the left is a navigation menu with 'Get Ready' and 'Policy Information'. The main content area is divided into several sections:

- Vehicle Information:** VIN: 4DRBUAAN06A153604, Year: 2006, Make: ICRP, Plate Type: School Bus Normal Plate, Registration Number: 30116. A red box highlights the '+ Add a vehicle' link.
- Section 5 Account Information:** '+ Add an account' link.
- Vehicle Owners:** Table with columns: Vehicle Owner (SPIKES STUDENT TRANSPORT), Vehicle Owner Zip (02359-3723), Vehicle Owner PID (043615875). A red box highlights the 'Policy Holder' button.
- Policy Holder:** Question: 'Is the Policy Holder a Business?'. Radio buttons for 'Yes' (selected, highlighted with a red box) and 'No'.
- Policy Information:** 'Bind Policy' button. Fields for Company Code (123), Policy Number (Required), Policy Effective Date (Required), Policy Expiration Date (Required), and Policy Type (dropdown).

At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

8. Click on the **Policy Holder** button under **Vehicle Owners**. The slider button turns green, indicating that the **Vehicle Owner** is also the **Policy Holder**.

**NOTE:** If the policy holder is not the owner, you will be able to add customer information on the policy holder.

- In this example, the policy holder is a business. Under **Policy Holder**, answer the question **Is the policy holder a business?** by clicking **Yes**.
- Enter the required information in the fields for **Policy Number**, **Policy Effective Date** and **Policy Expiration Date**. Select **Policy Type** from the **drop-down**.

**NOTE:** If the policy number is not available, you can click on the **Bind Policy** toggle button. After the button turns green, you can continue without a policy number. The system will generate a temporary policy number.

**11. Click Next.**

The screenshot displays a web interface for setting up an insurance policy. On the left is a dark blue sidebar with 'Insurance Information' and 'Policy Information' options. The main content area is titled 'Vehicle Information' and contains several sections:

- Vehicle Information:** A table with fields for VIN (4DRBUAAN06A153604), Year (2006), Make (ICRP), Plate Type (School Bus Normal Plate), and Registration Number (30116).
- Section 5 Account Information:** A table with fields for Plate Type (marked as required), Master Registration Number (marked as required), and Number of Plates (marked as required).
- Vehicle Owners:** A table with columns for Vehicle Owner (SPIKES STUDENT TRANSPORT), Vehicle Owner Zip (02359-3723), and Vehicle Owner FID (043615875). A 'Policy Holder' toggle switch is turned on and highlighted with a red box.
- Policy Holder:** Text indicating 'Same as vehicle owner: SPIKES STUDENT TRANSPORT'.
- Policy Information:** A 'Bind Policy' toggle switch is turned on. Below it are fields for Company Code (123), Policy Number (716805, highlighted with a red box), Policy Type (Commercial), Policy Effective Date (Nov-11-2019, highlighted with a red box), and Policy Expiration Date (May-11-2020, highlighted with a red box).

At the bottom of the interface, there are three buttons: 'Cancel', 'Previous', and 'Next'. The 'Next' button is highlighted with a red box.

12. The **Review and Submit** page screen displays. Click **I Accept**, and then click **Submit**.

< Home

Insurance Policy New Business Transaction

Insurance Information

- Get Ready
- Policy Information
- Summary

Review and Submit

Vehicle(s): 2006 ICRP - 4DRBUAAN06A153604

Policy Type: Commercial

Policy Number: N/A

Policy Holder: PICKLES HOLDINGS - 201456646

Company Code: 123

Effective Date: 2/3/2020

Expiration Date: 2/2/2021

Acknowledgment

I agree that I have read the above summary and attest that the information is true.

I Accept

Cancel Previous Submit

13. The **Confirmation** screen displays. Click **OK** to return to the vehicle ownership springboard or **Printable View** to print the confirmation.

< Home

Confirmation

Your submission has been submitted and your confirmation number is 1-134-569-728.

OK

Printable View

14. After clicking **OK**, the vehicle ownership springboard displays, showing the new policy added.

< Search Vehicles

**Vehicle Ownership**

Vehicle Year/Make/Model : 2006 ICRP 3000

Vehicle Identification Number : 4DRBUAAND6A153604

Mailing Address : 172 VALLEY ST  
PEMBROKE MA 02359-3723

**Registration**

Title : AA001027

Plate Number : 30116

Plate Type : School Bus Normal

Registration : Standard (Bus)

Registration Expires : 30-Jun-2020

School Bus Inspection : **Inspection Passed**

Title Status : **Active**

Registration Status : **Active**

**I Want To**

[Cancel Vehicle Registration](#)

[Update Vehicle Address](#)

[Add Insurance Policy](#)

Vehicle
Registration
Title
Non-Renews
Inspections
Insurance

**Insurance Policy**

Show History

| Policy Numb | Policy Holder | Company Code | Policy Type | Term Effective | Term Expire | Vehicle Added | Vehicle Removed | Cancelled | Cancel Reasc | Unpaid Premium                |
|-------------|---------------|--------------|-------------|----------------|-------------|---------------|-----------------|-----------|--------------|-------------------------------|
| 6546546     | SPIKES STUI   | 321          | Commercial  | Nov-09-2019    | Nov-08-2020 | Nov-09-2019   |                 |           |              | 0.00                          |
| #000000712  | PICKLES HOL   | 123          | Commercial  | Feb-03-2020    | Feb-02-2021 | Feb-03-2020   |                 |           |              | 0.00 <a href="#">Maintain</a> |

## Performing a Bind Verification

If a Bind policy has been added to a vehicle, it is necessary to perform **Bind Verification** when a permanent policy number becomes available.

**NOTE:** A policy added using the bind policy transaction cannot be amended until it is updated with a permanent policy number.

To perform a Bind Verification transaction, proceed as follows:

1. Search for the vehicle insured by the policy that you want to update, then from the vehicle springboard, select the **Insurance** tab.
2. Click the **Maintain** link for the policy that you want to update and select **Bind Verification** as the **Transaction Type**.

The screenshot displays the vehicle management interface. At the top, there are three panels: 'Vehicle Ownership', 'Registration', and 'I Want To'. The 'Registration' panel shows details like Title, Plate Number, and Registration Status (Active). Below these panels is a navigation bar with tabs for Vehicle, Registration, Title, Obligations, Inspections, and Insurance. The 'Insurance' tab is selected and highlighted with a red box. Underneath, the 'Insurance Policies' table is visible, with a 'Maintain' link highlighted in red. A dropdown menu titled 'Select Transaction Type' is open, showing options like Bind Verification, Renewal, Amend, Cancellation, Reinstatement, and Clear/Amend Un-Paid Premium. 'Bind Verification' is highlighted with a red box.

| Policy Num | Policy Holder | Company Code | Policy Type | Term Effective | Term Expire | Vehicle Added | Vehicle Removed | Cancelled | Cancel Reas | Unpaid Premium |
|------------|---------------|--------------|-------------|----------------|-------------|---------------|-----------------|-----------|-------------|----------------|
| *****      | *****         | 343          | Personal    | Jan-16-2020    | Jan-16-2021 | Jan-16-2020   |                 |           |             | 0.00           |

3. The **Transaction Information** screen displays. Click **Next**.

Insurance Policy Bind Verification

---

Insurance Information

Get Ready

**Transaction Information**

This transaction will guide you through an insurance policy bind verification.

To begin the bind policy verification, please click "Next".

Cancel

< Previous **Next** >

4. The **Policy Information** screen displays. Enter the permanent policy number and click **Next**.

Insurance Policy Bind Verification

---

Insurance Information

Get Ready

**Policy Information**

**Vehicle Information** Filter

|                   |                            |                     |
|-------------------|----------------------------|---------------------|
| VIN               | Plate Type                 | Registration Number |
| WA1LAAF7XHD005449 | Passenger Normal Red Plate | 782ZP1              |

**Policy Information**

|                       |                        |                     |
|-----------------------|------------------------|---------------------|
| Company Code          | Policy Number          | Policy Type         |
| 343                   | 1234                   | Personal            |
| Policy Effective Date | Policy Expiration Date | Unpaid Premium Owed |
| Jan-16-2020           | Jan-16-2021            | 0.00                |

Cancel

< Previous **Next** >

5. The **Review and Submit** screen displays. Review the information, and, if correct, click on the **I Accept** button and then on **Next**.

Insurance Policy Bind Verification

Insurance Information

Get Ready

Policy Information

Summary

Review and Submit

Vehicle(s): \*\*\*\*\*

Policy Type: \*\*\*\*\*

Policy Number: \*\*\*\*\*

Policy Holder: \*\*\*\*\*

Company Code: \*\*\*\*\*

Effective Date: \*\*\*\*\*

Expiration Date: \*\*\*\*\*

Acknowledgment

I agree that I have read the above summary and attest that the information is true.

**I Accept**

Cancel < Previous **Submit**

6. The **Confirmation** screen displays. Click **OK** to return to the vehicle ownership springboard or **Printable View** to print the confirmation.

Confirmation

Your submission has been submitted and your confirmation number is 1-321-684-224.

**OK**

**Printable View**

### Adding a Vehicle to an Existing Policy

This example demonstrates how to add a vehicle to an existing policy.

1. Search for the policy holder of the policy that you want to add a vehicle to. In this example, the policy holder is a business. Click on **Search for Business** from the eServices **Summary** page.
2. Enter the business EIN number or the name of the business in the search field. In this example we enter the EIN, which is 12-345790. Click **Search**.

< EARLY BIRD INSURANCE

Search for a Business

12-345790 x

Search Help

**Search**

- The name of the business you are searching for displays.

< EARLY BIRD INSURANCE

Search for a Business Search Help

12-3456790 Search

Results Filter

**HAUL THAT** Primary Id : 12-3456790  
Primary Id Type : Federal Employer Id

- Click on the name of the business that the search returns. In this example, it is **HAUL THAT**.
- The business entity springboard for **HAUL THAT** displays.
- Click on the **Insurance Policy** tab and then on the **Maintain** link in the tab.

**NOTE:** The **Maintain** link is only available to users with the proper log-in permissions. If you are an insurance agency user and have amend permissions from a carrier, you will need to be logged-in as the carrier using the **Work with Someone Else** link on the home page in order to have access to the **Maintain** link. If you do not see the **Maintain** link, check with your administrator to verify that you have the correct permissions.

< Search Businesses

**Business**

Customer Name : HAUL THAT

Customer Address : 496 WHITNEY AVE  
HOLYOKE MA 01040-2745

**Attributes**

FEIN : 12-3456790

Commence : 01-Dec-2017

Vehicles Insurance Policy Section 5 Accounts

Policies Show History Filter

| Policy Number | Policy Holder | Company Code | Policy Type | Term Effective | Term Expire | Cancelled | Cancel Reason | Unpaid Premium  |
|---------------|---------------|--------------|-------------|----------------|-------------|-----------|---------------|---|
| 6000416       | HAUL THAT     | 654          | Commercial  | Dec-02-2018    | Dec-02-2019 |           |               | 0.00 <span style="border: 1px solid #0070c0; padding: 2px 5px;">Maintain</span> |

7. Select **Amend** as the transaction type from the pop-up menu.

The screenshot shows the 'Search Businesses' interface. It includes a 'Business' section with details for 'HAUL THAT' and an 'Attributes' section with FEIN and Commence dates. Below is a 'Policies' table with columns for Policy Number, Policy Holder, Company Code, Policy Type, Term Effective, Term Expire, Cancelled, Cancel Reason, and Unpaid Premium. A pop-up menu titled 'Select Transaction Type' is open over the 'Amend' button in the table. The menu options are: Bind Verification, Renewal, Amend (highlighted with a red box), Cancellation, Reinstatement, and Clear/Amend Un-Paid Premium.

| Policy Number | Policy Holder | Company Code | Policy Type | Term Effective | Term Expire | Cancelled | Cancel Reason | Unpaid Premium |
|---------------|---------------|--------------|-------------|----------------|-------------|-----------|---------------|----------------|
| 6000416       | HAUL THAT     | 654          | Commercial  | Dec-02-2018    | Dec-02-2019 |           |               | 0.00           |

8. The **Transaction Information** screen displays. Select **Vehicle Addition** from the **Vehicle Action Code** drop-down menu. Click **Next**.

The screenshot shows the 'Insurance Policy Maintenance' screen. The 'Transaction Information' section is active, showing 'Transaction Type' as 'Amend' and 'Vehicle Action Code' as 'Vehicle Addition' (highlighted with a red box). At the bottom right, the 'Next' button is highlighted with a red box.

9. The **Policy Information** screen for the policy you are amending displays. Enter the **VIN** and the **Policy Effective Date** for the vehicle you are adding to the policy, then click **Next**.

The screenshot shows the 'Policy Information' screen. On the left is a navigation menu with 'Policy Information' selected. The main area is titled 'Vehicle Information' and contains a form with the following fields:

- VIN:** 1FDoX4HY4KEC63378 (highlighted in red)
- Policy Information:**
  - Company Code: 654
  - Policy Number: 6000416
  - Policy Type: Commercial
  - Policy Effective Date: Dec-02-2018
  - Policy Expiration Date: Dec-02-2019
  - Unpaid Premium Owed: 0.00
- Effective Date:**
  - Transaction Effective Date: Nov-12-2019 (highlighted in red)

At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons. The 'Next' button is highlighted in red.

10. The **Review Policy** screen displays. Review the information and click **Next**.

The screenshot shows the 'Review Policy' screen. On the left is a navigation menu with 'Review Policy' selected. The main area is titled 'Vehicle Information' and contains a form with the following fields:

- VIN:** 1HD1LC311HC433031 (highlighted in red)
- Plate Type:** Motorcycle Normal Plate
- Registration Number:** 1A3030

At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons. The 'Next' button is highlighted in red.

**11. The Review and Submit page displays. Review the information and, if correct, click I Accept and Submit.**

Insurance Policy Maintenance

|                       |   |
|-----------------------|---|
| Insurance Information | Review and Submit   |
| Get Ready             | Vehicle(s): 2017 HD - 1HD1LC311HC433031   |
| Transaction Selection | Policy Type: Commercial   |
| Policy Information    | Policy Number: 6000416  |
| Review Policy         | Policy Holder: HAUL THAT - 123456790  |
| Summary               | Company Code: 654   |
|                       | Effective Date: 11/12/2019  |
|                       | Expiration Date: 12/2/2019  |
|                       | Acknowledgment  |
|                       | I agree that I have read the above summary and attest that the information is true. |
|                       | <input type="checkbox"/> I Accept <input checked="" type="checkbox"/>               |

Cancel < Previous **Submit**

**12. The Confirmation screen displays. Click OK to return to the vehicle ownership springboard or Printable View to print the Confirmation screen.**

< Home

Confirmation

Your submission has been submitted and your confirmation number is 0-031-719-424.

**OK**

**Printable View**

### Renewing a Policy

A policy renewal presumes continuity of coverage, and this transaction enforces that assumption. When adding a policy term for an existing policy number for which the coverage has not been continuous, the Re-Establish Policy transaction must be used. The following example demonstrates how to renew a policy:

1. Search for the policy holder for the policy you are trying to renew. In this example, the policy holder is a business. Click on **Search for Business** from the eServices Portal home page.

2. Enter the business EIN number or the name of the business in the search field. In this example we enter the EIN, which is 12-345790. Click **Search**.

EARLY BIRD INSURANCE

Search for a Business Search Help

12-3456790 x Search

3. The name of the business you are searching for displays.

EARLY BIRD INSURANCE

Search for a Business Search Help

12-3456790 Search

Results Filter

HAUL THAT Primary Id : 12-3456790  
Primary Id Type : Federal Employer Id

4. Click on the name of the business that the search returns. In this example it is **HAUL THAT**.
5. The business entity springboard for **HAUL THAT** displays.
6. Click on the **Insurance Policy** tab and then on the **Maintain** link in the tab.

**NOTE:** The **Maintain** link is only available to users with the proper Log-in permissions. If you are an insurance agency user and have amend permissions from a carrier, you will need to be logged-in as the carrier using the **Work with Someone Else** link on the home page in order to have access to the **Maintain** link. If you do not see the **Maintain** link, check with your administrator to verify that you have the correct permissions.

Search Businesses

**Business**

Customer Name : HAUL THAT

Customer Address : 496 WHITNEY AVE  
HOLYOKE MA 01040-2745

**Attributes**

FEIN : 12-3456790

Commence : 01-Dec-2017

Vehicles Insurance Policy Section 5 Accounts

Policies Show History Filter

| Policy Number | Policy Holder | Company Code | Policy Type | Term Effective | Term Expire | Cancelled | Cancel Reason | Unpaid Premium  |
|---------------|---------------|--------------|-------------|----------------|-------------|-----------|---------------|---|
| 6000416       | HAUL THAT     | 654          | Commercial  | Dec-02-2018    | Dec-02-2019 |           |               | 0.00 <span style="border: 2px solid red; padding: 2px;">Maintain</span> |

7. Select **Renewal** as the transaction type from the pop-up menu.

The screenshot shows the 'Search Businesses' interface. It includes a 'Business' section with details for 'HAUL THAT' and an 'Attributes' section with FEIN and Commence dates. Below is a 'Policies' table with columns for Policy Number, Policy Holder, Company Code, Policy Type, Term Effective, Term Expire, Cancelled, Cancel Reason, and Unpaid Premium. A 'Select Transaction Type' pop-up menu is open, listing options like Bind Verification, Renewal, Amend, Cancellation, Reinstatement, and Clear/Amend Un-Paid Premium. The 'Renewal' option is highlighted with a red box.

| Policy Number | Policy Holder | Company Code | Policy Type | Term Effective | Term Expire | Cancelled | Cancel Reason | Unpaid Premium |
|---------------|---------------|--------------|-------------|----------------|-------------|-----------|---------------|----------------|
| 6000416       | HAUL THAT     | 654          | Commercial  | Dec-02-2018    | Dec-02-2019 |           |               | 0.00           |

8. The **Transaction Information** screen displays. Click **Next**.

The screenshot shows the 'Insurance Policy Renewal' screen. It has a 'Transaction Information' section with the text: 'This transaction will guide you through an insurance policy renewal. To begin renewing the insurance policy, please click "Next".' At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons. The 'Next' button is highlighted with a red box.

9. The **Policy Information** screen for the policy you are renewing displays. Review the vehicle information and enter the **Policy Expiration Date**, then click **Next**.

< Home

Insurance Policy Renewal

Insurance Information

Get Ready

Policy Information

### Vehicle Information

|  |                     |      |
|--|---------------------|------|
| <input type="checkbox"/> VIN                       | Year                | Make |
| 5PVNV8JP8H4550530                                  | 2017                | HINO |
| Plate Type   | Registration Number |      |
| Apportioned Normal Plates <input type="checkbox"/> | 3081Z               |      |

|  |                     |      |
|--|---------------------|------|
| <input type="checkbox"/> VIN                       | Year                | Make |
| 2NKHHM6X5FM425490                                  | 2015                | KW   |
| Plate Type   | Registration Number |      |
| Apportioned Normal Plates <input type="checkbox"/> | 3081X               |      |

|  |                     |      |
|--|---------------------|------|
| <input type="checkbox"/> VIN                       | Year                | Make |
| 1HTMMAAM1EH468490                                  | 2014                | INTL |
| Plate Type   | Registration Number |      |
| Apportioned Normal Plates <input type="checkbox"/> | 3081Y               |      |

|  |                     |      |
|--|---------------------|------|
| <input type="checkbox"/> VIN                       | Year                | Make |
| 5PVNV8JV5B4551981                                  | 2011                | HINO |
| Plate Type   | Registration Number |      |
| Apportioned Normal Plates <input type="checkbox"/> | 3081W               |      |

|  |                     |      |
|--|---------------------|------|
| <input type="checkbox"/> VIN                       | Year                | Make |
| 1HTMMAAL7EH029205                                  | 2014                | INTL |
| Plate Type   | Registration Number |      |
| Apportioned Normal Plates <input type="checkbox"/> | 3081V               |      |

+ Add a vehicle

### Section 5 Account Information

+ Add an account

### Policy Information

|                       |  |                                     |
|-----------------------|--|-------------------------------------|
| Company Code          | Policy Number  | Policy Type                         |
| 654                   | 6000416  | Commercial <input type="checkbox"/> |
| Policy Effective Date | Policy Expiration Date   | Unpaid Premium Owed                 |
| Dec-03-2019           | *   <input type="text"/> <input type="button" value="Required"/> | 0.00                                |

Cancel

10. The Summary screen displays. Click on the **I Accept** button, and then click on **Submit**.

< Home

Insurance Policy Renewal

Insurance Information  
Get Ready  
Policy Information  
Summary

Review and Submit

Vehicle(s): 2017 HINO - 5PVNV8JPBH4550530  
2015 KW - 2NKHHM6X5FM425490  
2014 INTL - 1HTMMAAM1EH468490  
2014 INTL - 1HTMMAAL7EH029205

Policy Type: Commercial

Policy Number: 6000416

Policy Holder: HAUL THAT - 123456790

Company Code: 654

Effective Date: 12/3/2019

Expiration Date: 11/30/2020

Acknowledgment

I agree that I have read the above summary and attest that the information is true.

I Accept

You must agree to the terms to continue

Cancel < Previous Submit

11. The **Confirmation** page displays with a confirmation number to verify that the policy has been renewed. Click **Ok** to return to the vehicle page or **Printable View** to print the confirmation.

Mass.gov

MASS.GOV MASS RMV LOCATIONS REAL ID

< Home

Confirmation

Your submission has been submitted and your confirmation number is 1-150-173-184.

OK

Printable View

## Cancelling a Policy

The following procedure demonstrates how to cancel a policy:

1. Search for the policy holder for the policy you are trying to cancel. In this example, the policy holder is a business. Click on **Search for Business** from the eServices Portal home page.
2. Enter the business EIN number or the name of the business in the search field. In this example we enter the business name, which is **Rocket PLOWERS**. Click **Search**.
3. The search returns the business **Rocket PLOWERS**. Click on the name **Rocket PLOWERS**.

< ACME INSURANCE

---

Search for a Business Search Help

Rocket PLOWERS Search

---

**ROCKET PLOWERS** Primary Id : 35-4160057  
Primary Id Type : Federal Employer Id

4. The **Rocket PLOWERS** business entity springboard displays. Click the **Insurance Policy** tab, and then click on **Maintain**.

< Search Businesses

---

**Business**

Customer Name : ROCKET PLOWERS

Customer Address : 21 BABBIT LN  
HARVARD MA 01451-1220

**Attributes**

FEIN : 35-4160057

Commence : 01-May-2019

---

Vehicles Insurance Policy Section 5 Accounts

---

**Policies** Show History

| Policy Number | Policy Holder      | Company Code | Policy Type | Term Effective | Term Expire | Cancelled | Cancel Reason | Unpaid Premium                |
|---------------|--------------------|--------------|-------------|----------------|-------------|-----------|---------------|-------------------------------|
| 400046        | ROCKET PLOWERS 123 |              | Commercial  | May-01-2019    | Apr-30-2020 |           |               | 0.00 <a href="#">Maintain</a> |

5. Select **Cancellation** as the transaction type.

< Search Businesses

**Business**

Customer Name : ROCKET PLOWERS

Customer Address : 21 BABBIT LN  
HARVARD MA 01451-1220

**Attributes**

FEIN : 35-4160057

Commence : 01-May-2019

Vehicles    **Insurance Policy**    Section 5 Accounts

Policies Show History    Filter

| Policy Number | Policy Holder      | Company Code | Policy Type | Term Effective | Term Expire | Cancelled | Cancel Reason | Unpaid Premium |          |
|---------------|--------------------|--------------|-------------|----------------|-------------|-----------|---------------|----------------|----------|
| 400046        | ROCKET PLOWERS 123 |              | Commercial  | May-01-2019    | Apr-30-2020 |           |               | 0.00           | Maintain |

Select Transaction Type

- Bind Verification
- Renewal
- Amend
- Cancellation
- Reinstatement
- Clear/Amend Un-Paid Premium



Facebook    Twitter    LinkedIn    YouTube    Instagram

Living    Site Policies

Working    State Data

Learning

6. The **Insurance Policy Cancellation** screen displays. Click **Next**.

Insurance Policy Cancellation

**Insurance Information**

Get Ready

**Transaction Information**

This transaction will guide you through an insurance policy cancellation.

To begin cancelling the insurance policy, please click "Next".

Next >

7. Select **Non-Payment** on the **Reason** drop-down menu, then click **Next**.

**NOTE:** In this example, **Non-Payment** is the applicable reason, other reasons (as shown in the screenshot shown below) may be applicable to a particular cancellation instance.

The screenshot shows the 'Insurance Policy Cancellation' form. On the left is a navigation sidebar with 'Transaction Selection' highlighted. The main form area is titled 'Transaction Information' and includes a 'Transaction Type' dropdown set to 'Cancellation'. Below this is the 'Reason' section with a dropdown menu open, listing various reasons. 'Non-Payment' is highlighted with a red box. At the bottom right of the form, a 'Next' button is also highlighted with a red box. Other elements include a 'Cancel' button, a 'Working' status indicator, and links for 'Site Policies', 'State Data', and 'Feedback'.

8. Enter the **Unpaid Premium Owed** and the **Transaction Effective Date**.

**NOTE:** This step is applicable only if the reason is **Non-Payment** or **Failure to Pay Surcharge**.

The screenshot shows the 'Insurance Policy Cancellation' form at the 'Policy Information' step. The left sidebar now has 'Policy Information' selected. The main form area is titled 'Vehicle Information' and contains two rows of vehicle data. Below this is the 'Policy Information' section with fields for 'Company Code', 'Policy Number', 'Policy Type', 'Policy Effective Date', and 'Policy Expiration Date'. The 'Unpaid Premium Owed' field is highlighted with a red box and contains the value '1,150.00'. Below the policy information is the 'Effective Date' section, where the 'Transaction Effective Date' field is highlighted with a red box and contains the value 'Nov-12-2019'.

- The **Summary** screen displays. Review the transaction. If the information is correct, click the **I Accept** button, and then click **Submit**.

Insurance Policy Cancellation

Insurance Information

Get Ready

Transaction Selection

Policy Information

Summary

**Review and Submit**

**Vehicle(s):** 2016 GMC - 3GTU2NEC3GG299887  
2016 GMC - 3GTU2NEC4GG191780

**Policy Type:** Commercial

**Policy Number:** 400046

**Policy Holder:** ROCKET PLOWERS - 354160057

**Company Code:** 123

**Effective Date:** 11/12/2019

**Expiration Date:** 4/30/2020

**Acknowledgment**

I agree that I have read the above summary and attest that the information is true.

I Accept

Cancel
< Previous
Submit

- The **Confirmation** page displays with a confirmation number to verify that the policy has been cancelled. Click **OK** to exit to the vehicle ownership springboard, or **Printable View** to print the confirmation.

< Home

---

**Confirmation**

Your submission has been submitted and your confirmation number is 1-908-604-928.

OK

Printable View

## Reinstating a Policy

The following procedure demonstrates how to reinstate a policy:

- On the eServices Portal home page **Summary** tab, click on **Search for Business**. In this example the policy holder for the policy we are reinstating is a business.
- Enter the business EIN number or the name of the business in the search field. Click **Search**.
- Click on the business name that the search returns, **Rocket Plowers**.

< ACME INSURANCE

Search for a Business Search Help

35-4160057 Search

---

Results Filter

**ROCKET PLOWERS** Primary Id : 35-4160057  
Primary Id Type : Federal Employer Id

4. The business entity springboard for **Rocket Plowers** displays. Click on the **Insurance Policy** Tab and then on the **Show History** link, so that history is displayed.

**NOTE:** Reinstatement is only possible on policies that have been previously cancelled. Cancelled policies are only viewable if **Show History** is active. (**Show History** is active when the screen displays **Hide History**.)

MASS.GOV MASS RMV LOCATIONS REAL ID

< Search Businesses

**Business**

Customer Name : ROCKET PLOWERS

Customer Address : 21 BABBIT LN  
HARVARD MA 01451-1220

**Attributes**

FEIN : 35-4160057

Commence : 01-May-2019

Vehicles Insurance Policy Section 5 Accounts

Policies Show History Filter

| Policy Number | Policy Holder | Company Code | Policy Type | Term Effective | Term Expire | Cancelled | Cancel Reason | Unpaid Premium |
|---------------|---------------|--------------|-------------|----------------|-------------|-----------|---------------|----------------|
|---------------|---------------|--------------|-------------|----------------|-------------|-----------|---------------|----------------|

5. Policy history displays in gray typeface in the **Insurance Policy** tab. Click on the **Maintain** link on the far right of policy history.

< Search Businesses

**Business**

Customer Name : ROCKET PLOWERS

Customer Address : 21 BABBIT LN  
HARVARD MA 01451-1220

**Attributes**

FEIN : 35-4160057

Commence : 01-May-2019

[Vehicles](#)    **[Insurance Policy](#)**    [Section 5 Accounts](#)

**Policies** Hide History

| Policy Num | Policy Holder  | Company Code | Policy Type | Term Effective | Term Expire | Cancelled   | Cancel Reas | Unpaid Premium |                 |
|------------|----------------|--------------|-------------|----------------|-------------|-------------|-------------|----------------|-----------------|
| 400046     | ROCKET PLC 123 |              | Commercial  | May-01-2019    | Apr-30-2020 | Nov-12-2019 | Non-Payme   | 1,110.00       | <b>Maintain</b> |

6. Select **Reinstatement** from the selection menu.

< Search Businesses

**Business**

Customer Name : ROCKET PLOWERS

Customer Address : 21 BABBIT LN  
HARVARD MA 01451-1220

**Attributes**

FEIN : 35-4160057

Commence : 01-May-2019

[Vehicles](#)    **[Insurance Policy](#)**    [Section 5 Accounts](#)

**Policies** Hide History

| Policy Number | Policy Holder      | Company Code | Policy Type | Term Effective | Term Expire | Cancelled   | Cancel Reason | Unpaid Premium |          |
|---------------|--------------------|--------------|-------------|----------------|-------------|-------------|---------------|----------------|----------|
| 400046        | ROCKET PLOWERS 123 |              | Commercial  | May-01-2019    | Apr-30-2020 | Nov-12-2019 | Non-Payment   | 1,110.00       | Maintain |

**Select Transaction Type**

- [Bind Verification](#)
- [Renewal](#)
- [Amend](#)
- [Cancellation](#)
- [Reinstatement](#)
- [Clear/Amend Un-Paid Premium](#)

7. The **Insurance Policy Reinstatement** screen displays. Click **Next**.

The screenshot shows the 'Insurance Policy Reinstatement' screen. At the top left, there is a navigation breadcrumb '< Home'. Below it, the title 'Insurance Policy Reinstatement' is displayed. The main content area is divided into two sections: 'Insurance Information' on the left and 'Transaction Information' on the right. Under 'Insurance Information', there is a 'Get Ready' button. Under 'Transaction Information', there is a text block that reads: 'This transaction will guide you through an insurance policy reinstatement. To begin reinstating the insurance policy, please click "Next".' At the bottom of the screen, there are three buttons: 'Cancel' on the left, 'Previous' in the center, and 'Next' on the right. The 'Next' button is highlighted with a red rectangular box.

8. A **Reason** field with a pull-down menu displays. Select **Reinstatement**, then click **Next**.

The screenshot shows the 'Insurance Policy Reinstatement' screen at a later stage. The navigation breadcrumb '< Home' is still present. The title 'Insurance Policy Reinstatement' is at the top. The 'Insurance Information' section on the left now includes 'Transaction Selection' in addition to 'Get Ready'. The 'Transaction Information' section on the right has two fields: 'Transaction Type' with a dropdown menu showing 'Reinstatement', and 'Reason' with a dropdown menu showing 'Reinstatement'. Both dropdown menus are highlighted with red rectangular boxes. At the bottom of the screen, there are three buttons: 'Cancel' on the left, 'Previous' in the center, and 'Next' on the right. The 'Next' button is highlighted with a red rectangular box.

9. The **Summary** screen displays. Click on **I Accept** and then on **Submit**.

Home

Insurance Policy Reinstatement

Insurance Information  
Get Ready  
Transaction Selection  
Policy Information  
Summary

Review and Submit

Vehicle(s): 2016 GMC - 3GTU2NEC3GG299887  
2016 GMC - 3GTU2NEC4GG191780

Policy Type: Commercial

Policy Number: 400046

Policy Holder: ROCKET PLOWERS - 354160057

Company Code: 123

Effective Date: 11/12/2019

Expiration Date: 4/30/2020

Acknowledgment

I agree that I have read the above summary and attest that the information is true.

I Accept

Cancel Previous Submit

10. The **Confirmation** page displays with a confirmation number. Click on **OK** to return to the home page or on **Printable View** to print the confirmation. Note that the Reinstatement transaction now clears any Unpaid Premium associated with the reinstated policy term.

MASS.GOV MASS RMV LOCATIONS REAL ID

Home

Confirmation

Your submission has been submitted and your confirmation number is 1-505-951-744.

OK

Printable View

### Clearing/Amending Unpaid Premiums

In this example, we want to clear an unpaid premium in the system because the system is in error and the premium actually has been paid:

1. Search for the vehicle. In this example, we search by the last 8 numbers of the VIN. We could also search by the plate number, or we could locate the vehicle by searching for the owner's name or business owner's EIN.

- Click on the vehicle year, make, and model name. In this example, the vehicle name is **2013 VOLK PASSAT**.

< CORNERSTONE INSURANCE

---

Search for a Vehicle Search Help

DC122999 Search

---

Results Filter

**2013 VOLK PASSAT**

Plate Type : Commercial Plate

Plate Number : A51200

Primary Owner : DUCTTALES TEMPERATURE SOLUTIONS

VIN : 1VWAH7A39DC122999

- The vehicle ownership springboard displays. Click on the **Insurance** tab and the **Show History** link.

< Search Vehicles

**Vehicle Ownership**

Vehicle : 2013 VOLK PASSAT

Year/Make/Model

Vehicle Identification : 1VWAH7A39DC122999

Number

Mailing Address : 66 BLISS ST

REHOBOTH MA 02769-1902

**Registration**

Title : AA001074

Plate Number : A51200

Plate Type : Commercial

Registration : Standard (Commercial)

Registration Expires : 31-Dec-2020

Title Status : **Active**

Registration Status : **Active**

**I Want To**

[Cancel Vehicle Registration](#)

[Update Vehicle Address](#)

[Vehicle](#)
[Registration](#)
[Title](#)
[Obligations](#)
[Inspections](#)
Insurance

**Insurance Policy**

---

Policies Show History Filter

| Policy Num | Policy Holde | Company Code | Policy Type | Term Effectve | Term Expire | Vehicle Added | Vehicle Removed | Cancelled | Cancel Reasc | Unpaid Premium |
|------------|--------------|--------------|-------------|---------------|-------------|---------------|-----------------|-----------|--------------|----------------|
|            |              |              |             |               |             |               |                 |           |              |                |

- Click on the **Maintain** link and then select **Clear/Amend Un-Paid Premium** as the transaction type from the pop-up menu.

The screenshot shows a web interface with three main panels: 'Vehicle Ownership', 'Registration', and 'I Want To'. Below these is a navigation bar with tabs for 'Vehicle', 'Registration', 'Title', 'Obligations', 'Inspections', and 'Insurance' (highlighted with a red box). Under the 'Insurance' tab, there is a 'Policies' table. A pop-up menu titled 'Select Transaction Type' is open, listing options like 'Bind Verification', 'Renewal', 'Amend', 'Cancellation', 'Reinstatement', and 'Clear/Amend Un-Paid Premium' (highlighted with a red box). The table below has columns for Policy Numb, Policy Holder, Company Code, Policy Type, Term Effective, Term Expire, Vehicle Added, Vehicle Removed, Cancelled, and a final column with '725.00' and 'Maintain' (highlighted with a red box).

| Policy Numb | Policy Holder | Company Code | Policy Type | Term Effective | Term Expire | Vehicle Added | Vehicle Removed | Cancelled   |                            |
|-------------|---------------|--------------|-------------|----------------|-------------|---------------|-----------------|-------------|----------------------------|
| 6048897     | DUCTTALES     | 321          | Commercial  | Oct-07-2019    | Apr-07-2020 | Oct-07-2019   |                 | Nov-08-2019 | Non-Paymer 725.00 Maintain |

- The **Transaction Information** screen displays. Click **Next**.

The screenshot shows the 'Insurance Policy Clear/Amend UPT' screen. It has two main sections: 'Insurance Information' with a 'Get Ready' button, and 'Transaction Information' with the text: 'This transaction will guide you through clearing/amending an insurance policy unpaid premium. To begin clearing/amending the insurance policy unpaid premium, please click "Next".' At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons, with the 'Next' button highlighted with a red box.

- Select the applicable reason from the **Reason** drop-down menu. In this example, we select **Unpaid Premium Paid**.

7. Click **Next**.

Insurance Policy Clear/Amend UPT

|   |   |
|---|---|
| Insurance Information<br>Get Ready<br>Transaction Selection | Transaction Information                         |
|   | Transaction Type<br>Clear/Amend Un-Paid Premium |
|   | Reason<br>Unpaid Premium Paid                   |

Cancel < Previous **Next** >

8. The **Policy Information** screen displays with a summary of the vehicle and policy information. Verify the information and click **Next**.

Insurance Policy Clear/Amend UPT

|   |                                       |                                |                               |
|---|---------------------------------------|--------------------------------|-------------------------------|
| Insurance Information<br>Get Ready<br>Transaction Selection<br>Policy Information | Vehicle Information                   |                                |                               |
|   | VIN<br>1VWAH7A39DC122999              | Plate Type<br>Commercial Plate | Registration Number<br>A51200 |
|   | Policy Information                    |                                |                               |
| Company Code<br>321   | Policy Number<br>6048897              | Policy Type<br>Commercial      |                               |
| Policy Effective Date<br>Oct-07-2019  | Policy Expiration Date<br>Apr-07-2020 | Unpaid Premium Owed<br>0.00    |                               |

Cancel < Previous **Next** >

9. The **Summary** screen displays. Review the information and, if correct, click on the **I Accept** toggle button (the toggle button will turn green), and click **Submit**.

Insurance Policy Clear/Amend UPT

---

Insurance Information

Get Ready

Transaction Selection

Policy Information

Summary

### Review and Submit

**Vehicle(s):** 2013 VOLK - 1VWAH7A39DC122999

**Policy Type:** Commercial

**Policy Number:** 6048897

**Policy Holder:** DUCTTALES TEMPERATURE SOLUTIONS - 305446787

**Company Code:** 321

**Effective Date:** 11/12/2019

**Expiration Date:** 4/7/2020

### Acknowledgment

I agree that I have read the above summary and attest that the information is true.

I Accept

Cancel < Previous **Submit**

10. The **Confirmation** page displays with a confirmation number. Click **OK** to return to the vehicle ownership springboard or **Printable View** to print the confirmation.

< Home

---

### Confirmation

Your submission has been submitted and your confirmation number is 1-174-749-184.

**OK**

**Printable View**

## Amending a Policy Holder

The following procedure demonstrates how to amend a policy holder:

1. From the **Summary** tab on the home page, select **Search for an Individual**.
2. In the **Search for an Individual** field, enter the license number (in this example we enter SA007070). Click **Search**.
3. Click on the name of the individual that search returns, **James Kent Patton**.

ACME INSURANCE

Search for an Individual Search Help

SA007070 Search

Results Filter

|                          |                      |                                       |
|--------------------------|----------------------|---------------------------------------|
| <b>JAMES KENT PATTON</b> | License Number:      | SA007070                              |
|                          | Date of Birth:       | 6/19/1992                             |
|                          | Residential Address: | 15 VIRGINIA RD HOLBROOK MA 02343-1911 |
|                          | Mailing Address:     | Same as Residential                   |

4. The individual springboard for **James Kent Patton** displays. Select the **Vehicles** tab and **Vehicles** sub-tab. Click on **2018 FLHRXS**.

< Search

|   |   |  |
|---|---|--|
| <p><b>Individual</b></p> <p>Name : JAMES KENT PATTON</p> <p>License Number : SA007070</p> <p>License State : MA</p> <p>Date of Birth : 19-Jun-1992</p> <p>Primary Address : 15 VIRGINIA RD<br/>HOLBROOK MA 02343-1911</p> | <p><b>Demographics</b></p> <p>Gender : Male</p> <p>Height : 5' 10"</p> <p>Eye Color : Dichromatic</p> <p>Veteran : No</p> | <p><b>I Want To</b></p> <p><a href="#">Run an Informal Inquiry</a></p> <p><a href="#">Add a Formal Inquiry</a></p> <p><a href="#">Add an Insurance Claim</a></p> <p><a href="#">Add an Out of State Incident</a></p> |
|---|---|--|

SDIP Licensing **Vehicles** Enforcement Other

**Vehicles** Policies

Vehicles Show History Filter

| Vehicle               | Plate Number | VIN               | Ownership Cease |
|-----------------------|--------------|-------------------|-----------------|
| <b>2018 HD FLHRXS</b> | 1A3032       | 1HD1KVC14JB609029 |                 |
| 2018 AUDI Q5 UTIL     | 51G460       | WA1BNAPY3J2240625 |                 |

- The vehicle ownership springboard displays. Click on the **Insurance** tab. Click on the **Show History** link, then click the **Maintain** link.

< Home

**Vehicle Ownership**

Vehicle : 2018 HD FLHRXS  
Year/Make/Model

Vehicle Identification : 1HD1KVC14JB609029  
Number

Mailing Address : 15 VIRGINIA RD  
HOLBROOK MA 02343-1911

**Registration**

Title : AA002198

Plate Number : 1A3032

Plate Type : Motorcycle

Registration : Standard (Personal)

Registration Expires : 31-Dec-2019

Title Status : **Title In Progress**

Registration Status : **Active**

**I Want To**

[Cancel Vehicle Registration](#)

[Update Vehicle Address](#)

[Add Insurance Policy](#)

Vehicle
Registration
Title
Obligations
Inspections
Insurance

Insurance Policy

Show History Filter

| Policy Numbr | Policy Holde | Company Code | Policy Type | Term Effective | Term Expire | Vehicle Added | Vehicle Removed | Cancelled | Cancel Reasc | Unpaid Premium  |
|--------------|--------------|--------------|-------------|----------------|-------------|---------------|-----------------|-----------|--------------|---|
| 0304478      | JAMES KENT   | 123          | Personal    | Nov-07-2019    | Nov-07-2020 | Nov-07-2019   |                 |           |              | 0.00 <span style="border: 2px solid red; border-radius: 50%; padding: 2px;">Maintain</span> |

- The **Insurance Policy Maintenance** screen displays. Click **Next**.

< Home

Insurance Policy Maintenance

**Insurance Information**

Get Ready

**Transaction Information**

This transaction will guide you through an insurance policy amendment.

To begin amending an insurance policy, please click "Next".

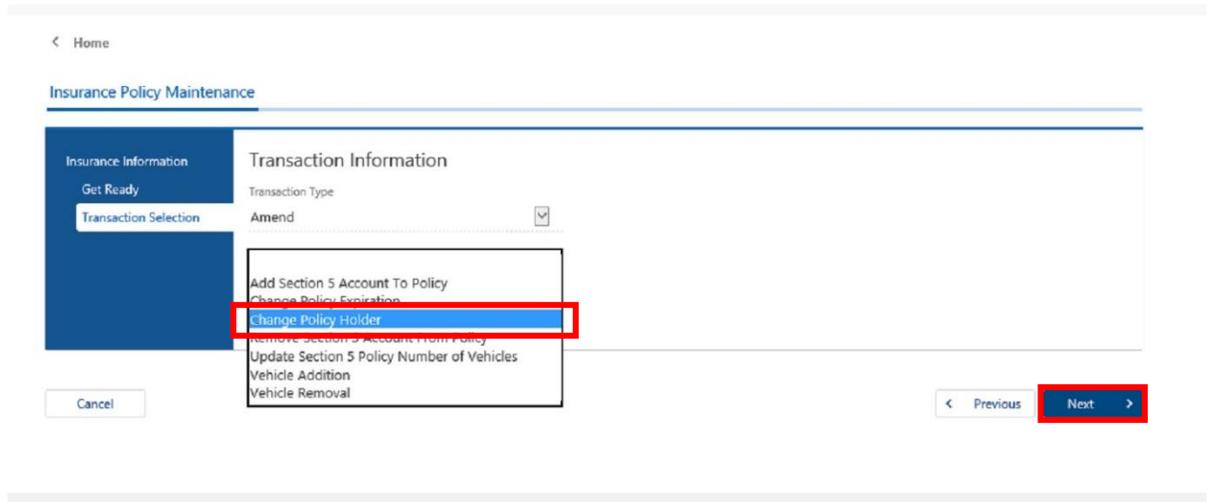
Cancel

< Previous

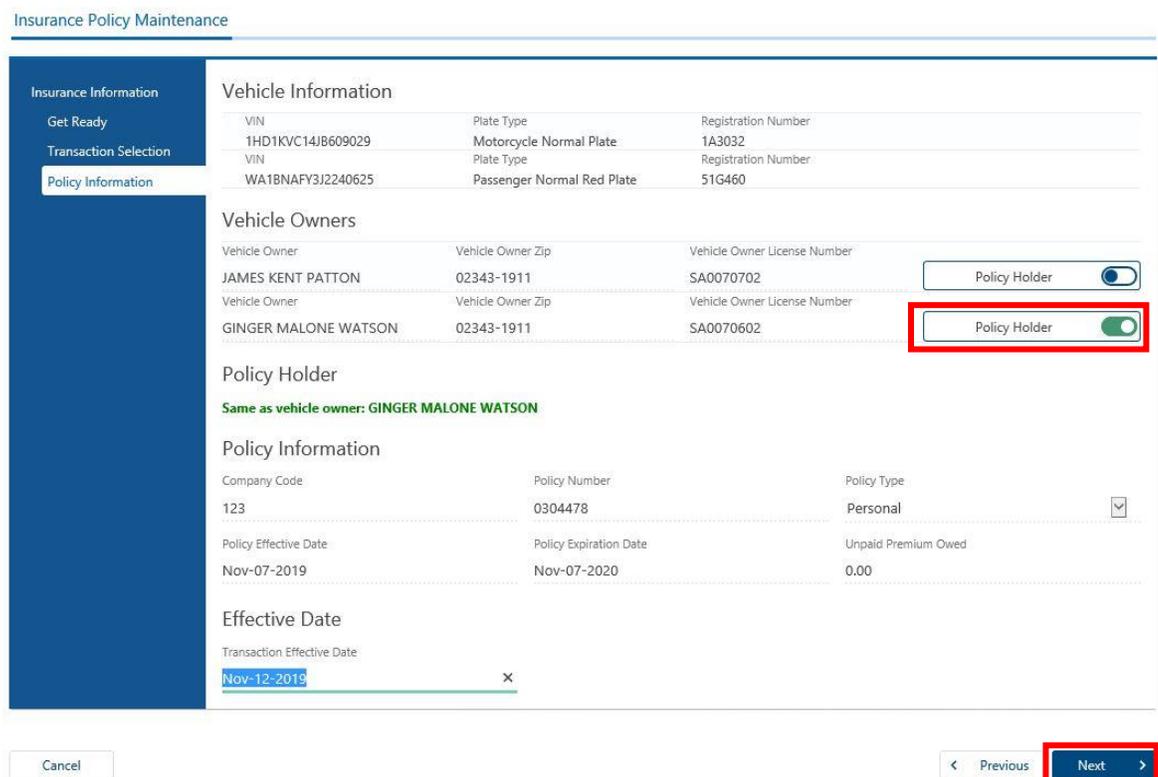
Next

>

- The **Transaction Selection** pop-up menu displays. Select **Change Policy Holder** from the pop-up menu, and then click **Next**.



- The **Policy Information** screen displays. Click on the **Policy Holder** button for **Ginger Malone Watson** (under **Vehicle Owners**). The toggle button turns green, indicating she is the new policy holder being selected. Then click **Next**.



**NOTE:** If changing the policy holder to someone other than an owner, you would enter information for the new policy holder in fields in the **Policy Holder** section. (The **Policy Holder** buttons must be “off” (blue) in order to add a non-owner as the policy holder.)

9. The **Summary** tab displays with information on the policy change you are making. If the information is correct, click on the **I Accept** button and click **Submit**.

10. The **Confirmation** screen displays, showing a confirmation number.

11. Click **OK** to return to the vehicle ownership springboard, or **Printable View** to print the confirmation.

### Amending an Expiration Date

The following example demonstrates how to amend an expiration date:

1. From the **Summary** tab of the home page, select **Search for Business**. (In this example the owner of the vehicle for the policy that we want to amend is a business.)
2. Enter **Spikes Student Transport** in the search field. Click **Search**.

- Click on the name of the business, **SPIKES STUDENT TRANSPORT**, that is returned.

< ACME INSURANCE

Search for a Business Search Help

Spike's Student Transport Search

Results Filter

|                                 |  |
|---------------------------------|--|
| <b>SPIKES STUDENT TRANSPORT</b> | Primary Id : 04-3615875<br>Primary Id Type : Federal Employer Id |
|---------------------------------|--|

- The business entity springboard displays with the **Vehicles** tab selected as a default.
- Select **2006 ICRP 3000** from the list of vehicles.

< Search Businesses

**Business**

Customer Name : SPIKES STUDENT TRANSPORT

Customer Address : 172 VALLEY ST  
PEMBROKE MA 02359-3723

**Attributes**

FEIN : 04-3615875

Commence : 01-Feb-2019

Vehicles
Insurance Policy
Section 5 Accounts

Vehicles Show History Filter

| Vehicle                            | Plate Number | VIN               | Ownership Cease |
|------------------------------------|--------------|-------------------|-----------------|
| 2000 BLUB SCHOOL BUS / TRANSIT BUS | 30115        | 1BAAGCPH3YF091314 |                 |
| 2006 THMS SCHOOL BUS               | 30118        | 1T88U4C2361168065 |                 |
| <b>2006 ICRP 3000</b>              | 30116        | 4DRBUAAN06A153604 |                 |
| 2006 FRHT CHASSIS                  | 30117        | 4UZABRCS46CV56508 |                 |

6. The vehicle ownership springboard displays. Select the **Insurance** tab.

< Home

**Vehicle Ownership**

Vehicle : 2006 ICRP 3000  
 Year/Make/Model  
 Vehicle Identification Number : 4DRBUAAN06A153604  
 Mailing Address : 172 VALLEY ST  
 PEMBROKE MA 02359-3723

**Registration**

Title : AA001027  
 Plate Number : 30116  
 Plate Type : School Bus Normal  
 Registration : Standard (Bus)  
 Registration Expires : 30-Jun-2020  
 School Bus Inspection : **Inspection Passed**  
 Title Status : **Active**  
 Registration Status : **Active**

**I Want To**

[Cancel Vehicle Registration](#)  
[Update Vehicle Address](#)  
[Add Insurance Policy](#)

Vehicle
Registration
Title
Obligations
Inspections
Insurance

[Owners](#) | [Liens](#) | [Vehicle Detail](#) | [Odometer](#)

Owners Show History

| Type          | Name                     | Commence    | Cease | Active |
|---------------|--------------------------|-------------|-------|--------|
| Primary Owner | SPIKES STUDENT TRANSPORT | Apr-08-2019 |       |        |

7. The **Maintain** link displays. Click on **Maintain** and select **Amend** as the transaction type from the pop-up menu.

< Home

**Vehicle Ownership**

Vehicle : 2006 ICRP 3000  
 Year/Make/Model  
 Vehicle Identification Number : 4DRBUAAN06A153604  
 Mailing Address : 172 VALLEY ST  
 PEMBROKE MA 02359-3723

**Registration**

Title : AA001027  
 Plate Number : 30116  
 Plate Type : School Bus Normal  
 Registration : Standard (Bus)  
 Registration Expires : 30-Jun-2020  
 School Bus Inspection : **Inspection Passed**  
 Title Status : **Active**  
 Registration Status : **Active**

**I Want To**

[Cancel Vehicle Registration](#)  
[Update Vehicle Address](#)  
[Add Insurance Policy](#)

Vehicle
Registration
Title
Obligations
Inspections
Insurance

**Insurance Policy**

Policies Show History

| Policy Num | Policy Holder | Company Code | Policy Type | Term Effective | Term Expire | Vehicle Added | Vehicle Removed | Cancelled | Cancel Reasc | Unpaid Premium |
|------------|---------------|--------------|-------------|----------------|-------------|---------------|-----------------|-----------|--------------|----------------|
| 6546546    | SPIKES STUC   | 321          | Commercial  | Nov-09-2019    | Nov-08-2020 | Nov-09-2019   |                 |           |              | 0.00           |
| 1234       | SPIKES STUC   | 123          | Commercial  | Nov-12-2019    | Nov-12-2020 | Nov-12-2019   |                 |           |              | 0.00 Maintain  |

**Select Transaction Type**

- [Bind Verification](#)
- [Renewal](#)
- [Amend](#)
- [Cancellation](#)
- [Reinstatement](#)
- [Clear/Amend Un-Paid Premium](#)

8. The **Transaction Selection** screen displays. In the **Vehicle Action Code** drop-down menu, select **Change Policy Expiration**. Click **Next**.

The screenshot shows the 'Transaction Selection' screen. On the left, a navigation menu has 'Transaction Selection' selected. The main area is titled 'Transaction Information' and shows 'Transaction Type' as 'Amend'. Below this is the 'Vehicle Action Code' section, where a dropdown menu is open and 'Change Policy Expiration' is selected. At the bottom right, the 'Next' button is highlighted in red.

9. The **Policy Information** screen displays. Enter the policy expiration date in the **Policy Expiration Date** field. Click **Next**.

The screenshot shows the 'Policy Information' screen. The left navigation menu has 'Policy Information' selected. The main area is titled 'Policy Information' and contains several fields: 'Company Code' (123), 'Policy Number' (1234), 'Policy Type' (Commercial), 'Policy Effective Date' (Nov-12-2019), 'Policy Expiration Date' (Nov-12-2021), and 'Unpaid Premium Owed' (0.00). The 'Policy Expiration Date' field is highlighted with a red box. At the bottom right, the 'Next' button is highlighted in red.

10. The **Summary** screen displays. Review the **Expiration Date** and click the **I Accept** button if it is correct.

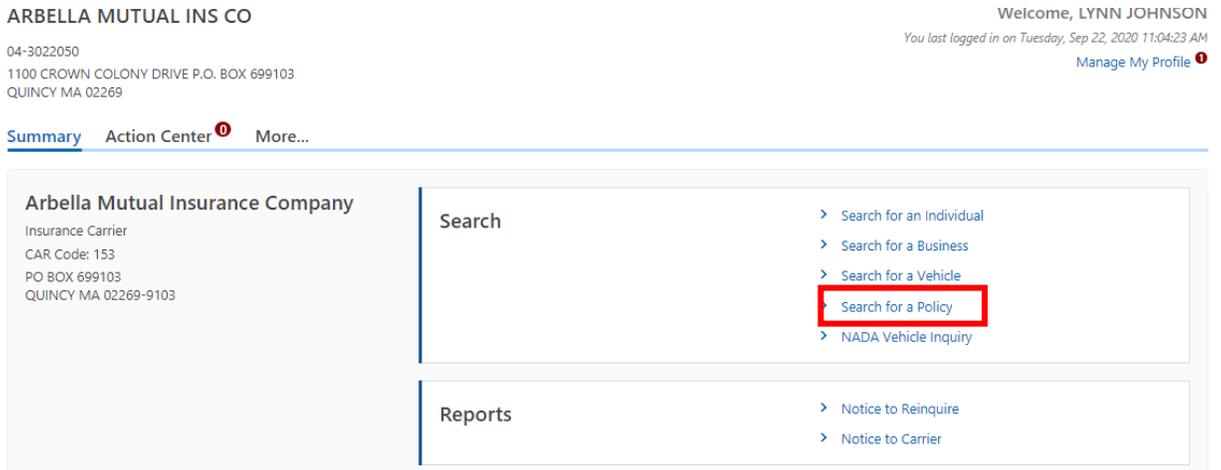
11. The **Confirmation** screen displays. Click **OK** to return to the vehicle ownership springboard, or **Printable View** to print the confirmation.



## Re-Establishing a Policy Transaction

A Re-Establish Policy transaction presumes that there has been non-contiguous coverage between terms (a gap in coverage) for an existing policy number for a particular carrier, and this transaction enforces that assumption. When adding a policy term for an existing policy number where the coverage has been continuous, the Renewal transaction must be used. In this example, we want to add a policy for a Policy Term Effective Date which appears to have a gap in coverage for a previous or subsequent Policy Term when attempting to re-use the same Policy Number:

1. Click on **Search for a Policy**. In this example, we search for Policy Number HC717147.



2. Enter the **Policy Number** and **Company Code**, select **Policy Type** (Commercial or Private Passenger) from **drop-down** box, and enter the **Effective Date** you are attempting to add and click **Search**:

MASS.GOV LOCATIONS REAL ID

< ARBELLA MUTUAL INS CO

---

**Search for a Policy**

|                                       |                                  |  |                                       |                                       |
|---------------------------------------|----------------------------------|--|---------------------------------------|---------------------------------------|
| Policy Number                         | Company Code                     | Policy Type                                    | Effective Date *                      |                                       |
| <input type="text" value="HC717147"/> | <input type="text" value="153"/> | <input type="text" value="Private Passenger"/> | <input type="text" value="3/9/2019"/> | <input type="button" value="Search"/> |

Required

3. Once the **Search button** is clicked on in previous step, the following screen will display. Click on the **Policy Number** hyperlink:

< ARBELLA MUTUAL INS CO

---

**Search for a Policy**

|                                       |                                  |  |  |                                       |
|---------------------------------------|----------------------------------|--|--|---------------------------------------|
| Policy Number                         | Company Code                     | Policy Type                                    | Effective Date                           |                                       |
| <input type="text" value="HC717147"/> | <input type="text" value="153"/> | <input type="text" value="Private Passenger"/> | <input type="text" value="Mar-09-2019"/> | <input type="button" value="Search"/> |

---

|   |   |
|---|---|
| <p><b>Policy Number</b> : <a href="#" style="border: 1px solid red; padding: 2px;">HC717147</a></p> | <p>Policy Holder : JOHNSON, LYNN D<br/>                 Company : 153 - ARBELLA MUTUAL INS CO<br/>                 Policy Type : Private Passenger<br/>                 Effective Date : Mar-09-2019<br/>                 Expiration Date : Mar-09-2020</p> |
|---|---|

4. If the **Policy Number** has the **Re-Establish Policy** option available, displayed under the **I Want To** section. Click **Re-Establish Policy** to proceed:

< ESV Search by Policy

|   |  |
|---|--|
| <p><b>Policy Details</b></p> <p>Policy Number : HC717147<br/>                 Policy Type : Personal<br/>                 Company Code : 153 - Arbella Mutual Insurance Company</p> | <p><b>I Want To</b></p> <p style="text-align: center;"><a href="#" style="border: 1px solid red; padding: 2px;">&gt; Re-establish Policy</a></p> |
|---|--|

[Policy Terms](#) [Policy Transactions](#)

---

**Policy Terms** Hide History

| Policy Holder   | Term Effective | Term Expire | Cancelled   | Cancel Reason           | Unpaid Premium |          |
|-----------------|----------------|-------------|-------------|-------------------------|----------------|----------|
| JOHNSON, LYNN D | Mar-09-2020    | Mar-09-2021 | Mar-09-2020 | Competition / Voluntary | 0.00           | Maintain |
| JOHNSON, LYNN D | Mar-09-2019    | Mar-09-2020 |             |                         | 0.00           | Maintain |
| JOHNSON, LYNN D | Mar-09-2018    | Mar-09-2019 |             |                         | 0.00           | Maintain |

5. The **Transaction Information** screen appears next. Click **Next** to proceed:

The screenshot shows a web interface for 'Re-establish Policy'. At the top left, there is a '< Home' link. Below it, the page title 'Re-establish Policy' is displayed. The main content area is divided into two sections: 'Insurance Information' on the left and 'Transaction Information' on the right. The 'Insurance Information' section contains a 'Get Ready' button. The 'Transaction Information' section contains the text: 'This transaction will guide you through Re-establishing an insurance policy.' and 'To begin adding a new insurance policy, please click "Next".'. At the bottom of the screen, there are three buttons: 'Cancel', '< Previous', and 'Next >'. The 'Next >' button is highlighted with a red border.

6. The next screen that appears is where the information will be added for the new policy to be added. In this example, the **Policy Holder** is not a **Business**, so **No** is selected. Enter the **VIN** for vehicle to be added, **Policy Holder First Name**, **Policy Holder Last Name** and **Policy Holder DOB** in the appropriate fields. Under **Policy Information** section, enter **Policy Term Effective Date**, **Policy Expiration Date**, and **Unpaid Premium**, if applicable. There will not always be an Unpaid Premium.

7. Click **Next**.

Re-establish Policy

**Insurance Information**

Get Ready

Policy Information

**Vehicle Information** Show Errors

VIN

JTMDF4DV5AD030201

+ Add a vehicle

**Section 5 Information**

+ Add an account

**Policy Holder**

Is the Policy Holder a Business?

Yes  No

Policy Holder License State: MA - Massachusetts

Policy Holder License Number: S58039450

Policy Holder First Name: \_\_\_\_\_ Policy Holder Last Name: \_\_\_\_\_ Policy Holder DOB: \_\_\_\_\_

**Policy Information**

Company Code: 153 Policy Number: HC717147 Policy Type: Personal

Policy Effective Date: Apr-15-2020 Policy Expiration Date: Apr-15-2021 Unpaid Premium Owed: 0.00

8. If you would like to print a copy of the transaction Confirmation, select **Printable View**:

Re-establish Policy

---

Insurance Information

Get Ready

Policy Information

Review Policy

Vehicle Information

Filter

|                   |                              |                     |
|-------------------|------------------------------|---------------------|
| VIN               | Plate Type                   | Registration Number |
| JTMDP4DV5AD030201 | PAN - Passenger Normal Plate | 27HM65              |

Cancel Previous Next

9. **Review and Submit** screen. Review all dates for accuracy and click **I Accept** under the **Acknowledgment** section. The **Accept** button will turn green, once it has been clicked on.

Re-establish Policy

---

Insurance Information

Get Ready

Policy Information

Review Policy

Summary

Review and Submit

Vehicle(s): 2010 TOYT - JTMDP4DV5AD030201

Policy Type: Personal

Policy Number: HC717147

Policy Holder: JO [REDACTED] N - S58039450

Company Code: 153

Effective Date: 4/15/2020

Expiration Date: 4/15/2021

Acknowledgment

I agree that I have read the above summary and attest that the information is true.

I Accept

You must agree to the terms to continue

Cancel Previous Submit

10. If you would like to print a copy of the transaction **Confirmation**, select **Printable View**:

---

Confirmation

Your submission has been submitted and your confirmation number is 1-293-468-032.

Printable View

OK

11. If you would like to complete the transaction without printing a copy of the transaction Confirmation, select **OK**:

**Confirmation**

Your submission has been submitted and your confirmation number is 1-293-468-032.

Printable View

**OK**

12. Once the **Re-Establish Policy** transaction is completed, the new **Policy Term** will be viewable and may be **Maintained**, should more vehicles need to be added:

< ESV Search by Policy

**Policy Details**

Policy Number : HC717147

Policy Type : Personal

Company Code : 153 - Arbella Mutual Insurance Company

**I Want To**

> Re-establish Policy

**Policy Terms**    Policy Transactions

| Policy Holder   | Term Effective | Term Expire | Cancelled   | Cancel Reason           | Unpaid Premium |          |
|-----------------|----------------|-------------|-------------|-------------------------|----------------|----------|
| JOHNSON, LYNN D | Apr-15-2020    | Apr-15-2021 |             |                         | 0.00           | Maintain |
| JOHNSON, LYNN D | Mar-09-2020    | Mar-09-2021 | Mar-09-2020 | Competition / Voluntary | 0.00           | Maintain |
| JOHNSON, LYNN D | Mar-09-2019    | Mar-09-2020 |             |                         | 0.00           | Maintain |
| JOHNSON, LYNN D | Mar-09-2018    | Mar-09-2019 |             |                         | 0.00           | Maintain |

### Cancelling a Vehicle’s Current Registration

Insurance users with IPM privileges are able to cancel a registration if requested by their customer. The following example demonstrates how to cancel a vehicle registration.

**CAUTION:** If you cancel a registration in error, you will not be able to reinstate the registration. If you cancel a registration in error, contact the RMV Customer Assistance Bureau (CAB) at 857-368-8080.

1. Search for the vehicle for which you are going to cancel the registration. In this example we will search by the last eight characters of the VIN.

< ACME INSURANCE

Search for a Vehicle Search Help

F8U64104 Search

Results Filter

2015 JAGU XF

Plate Type : Passenger Normal Red Plate

Plate Number : 944X19

Primary Owner : LEROY WIN JENKINS

VIN : SAJWJ0FF8F8U64104

2. Click on the vehicle year, make, and model name. In the example, this is **2015 JAGU XF**. Under **I Want To**, click on **Cancel Vehicle Registration**.

< Search Vehicles

Vehicle Ownership

Vehicle : 2015 JAGU XF

Year/Make/Model

Vehicle Identification Number : SAJWJ0FF8F8U64104

Mailing Address : 250 2ND AVE  
CHARLESTOWN MA 02129-4410

Registration

Title : AA001076

Plate Number : 944X19

Plate Type : Passenger Normal Red

Registration : Standard (Personal)

Registration Expires : 30-Sep-2021

Title Status : Active

Registration Status : Active

I Want To

Cancel Vehicle Registration

Update Vehicle Address

Add Insurance Policy

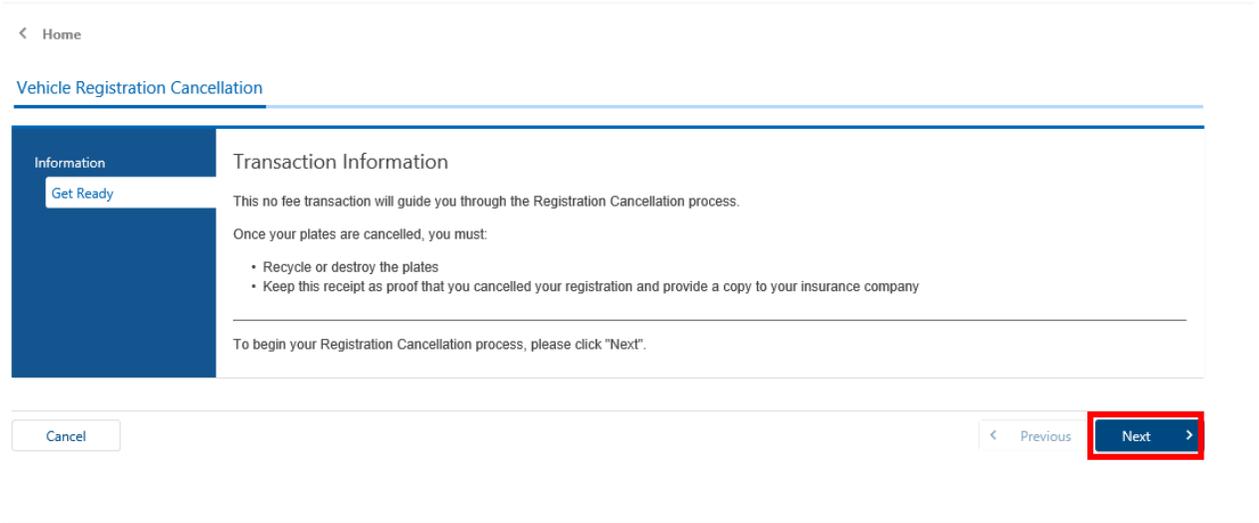
Vehicle
Registration
Title
Obligations
Inspections
Insurance

Owners Liens Vehicle Detail Odometer

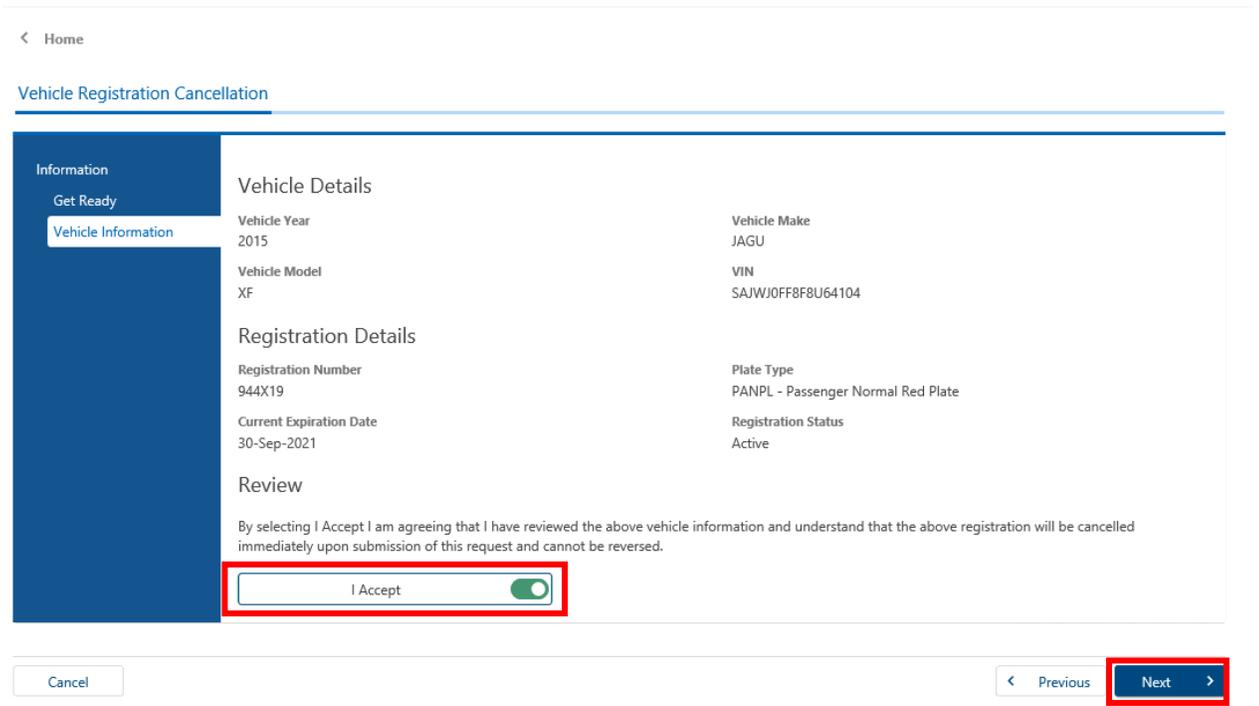
Owners Show History Filter

| Type          | Name              | Commence    | Cease | Active |
|---------------|-------------------|-------------|-------|--------|
| Primary Owner | LEROY WIN JENKINS | Oct-10-2019 |       |        |

3. The **Transaction Information** screen displays. Click **Next**.



- 4. The **Vehicle Information** screen displays. Review the vehicle information and click the **I Accept** button if the information is correct.
- 5. Click **Next**.



6. The **Summary** screen displays. Review the information and click **I Accept** if it is correct.

**CAUTION:** If you cancel a registration in error, you will not be able to reinstate the registration. If you cancel a registration in error, contact the RMV Customer Assistance Bureau (CAB) at 857-368-8080.

< Home

Vehicle Registration Cancellation

Information

- Get Ready
- Vehicle Information
- Summary

Review and Submit

Transaction Type: Vehicle Registration Cancellation

VIN: SAJWJ0FF8F8U64104

Projected Rebate Amount: \$22.50

Plate Number: 944X19

Acknowledgment

I agree that I have read the above summary and attest that the information is true.

I Accept

Cancel Previous Submit

7. The **Confirmation** screen displays. Click on **OK** to return to the vehicle ownership springboard or **Printable View** to print the confirmation.

**NOTE:** The registered primary owner of the vehicle will receive a copy of the cancellation receipt by mail. The vehicle owner(s) can also print a copy of the cancellation receipt for up to 60 days from their customer profile in myRMV. You can also print out a copy of the cancellation receipt.

- Refer to **Printing a Registration Cancellation Receipt** that is shown below:

< Home

---

### Confirmation



REGISTRY OF MOTOR VEHICLES

November 12, 2019, 1:09 PM Confirmation Number: 1-366-425-600

Your vehicle registration 944X19 has been successfully cancelled on November 12, 2019. You may print your registration cancellation receipt from your customer profile.

Remember to destroy your plate(s). You can do this by bending them in half.

Also, please contact your insurance company with your registration cancellation information.

You may be eligible for an abatement of your local motor vehicle excise if you cancelled this registration because you:

- Moved out of Massachusetts, or
- Reported the vehicle as stolen, or
- No longer own the vehicle

If you have questions regarding an abatement, please contact your local assessor.

We welcome your feedback!  
Please click [here](#) to email us.

Thank you for using [Mass.Gov/RMV](#) .

Follow us on [Twitter @MassRMV](#)

OK

Printable View

## Cancelling a Vehicle's Previous Registration

The following example shows how to cancel a registration when a new owner has registered the vehicle before the previous owner cancelled their registration.

1. Search on the plate number for the registration that you want to cancel. In our example, the plate number is **AAAAA\$**.

< GEICO INS CO

Search for a Vehicle Search Help

Search

---

Results Filter

|                              |               |                              |  |
|------------------------------|---------------|------------------------------|--|
| <b>2011 TOYT CAMRY SEDAN</b> | Plate Type    | : Passenger Normal Red Plate | <b>Plate - Passenger Normal Red Plate</b><br>AAAAA\$                                 |
|                              | Plate Number  | : AAAAA\$                    |  |
|                              | Primary Owner | : *****                      | <a href="#" style="border: 1px solid red; padding: 2px 5px;">View Past Ownership</a> |
|                              | VIN           | : *****                      |  |

2. The search returns **2011 TOYT CAMRY SEDAN** with plate number **AAAAA\$**. There is a link, **View Past Ownership**, in the search results.

3. Click on the **View Past Ownership** link. The vehicle ownership springboard displays, showing vehicle ownership information. Because the plate number and ownership information are not current for the vehicle, the springboard displays a banner: **You are not viewing the current ownership information for this vehicle.**
4. Under **I Want To**, click on **Cancel Vehicle Registration**.  
**You are not viewing the current ownership information for this vehicle.**

Vehicle Ownership ...

Vehicle : 2011 TOYT CAMRY SEDAN  
Year/Make/Model  
Vehicle Identification : .....  
Number  
Mailing Address : .....  
.....

Registration

Title : .....  
Title Status : **Inactive**  
Registration Status : **Active**

I Want To

- > View Current Ownership Information
- > **Cancel Vehicle Registration**

Vehicle Registration Title Obligations Inspections Insurance

Owners Liens

Owners Hide History

5. The **Transaction Information** screen displays. Click **Next**.

Information

Get Ready

### Transaction Information

This no fee transaction will guide you through the Registration Cancellation process.

Once the plates have been cancelled, you must:

- Recycle or destroy the plates
- Keep this receipt as proof that you cancelled the registration and provide a copy to the insurance company

To begin the Registration Cancellation process, please click "Next".

Cancel < Previous **Next** >

- The **Vehicle Information** screen displays. Review the details and click on **I Accept** if the information is correct, and then click **Next**.

Vehicle Registration Cancellation

**Information**

- Get Ready
- Vehicle Information**

### Vehicle Details

|                               |                             |
|-------------------------------|-----------------------------|
| <b>Vehicle Year</b><br>2011   | <b>Vehicle Make</b><br>TOYT |
| <b>Vehicle Model</b><br>CAMRY | <b>VIN</b><br>*****         |

### Registration Details

|   |   |
|---|---|
| <b>Registration Number</b><br>AAAAA\$         | <b>Plate Type</b><br>Passenger Normal Red Plate |
| <b>Current Expiration Date</b><br>31-Oct-2020 | <b>Registration Status</b><br>Active            |

### Review

By selecting I Accept I am agreeing that I have reviewed the above vehicle information and understand that the above registration will be cancelled immediately upon submission of this request and cannot be reversed.

I Accept

Cancel

< Previous **Next** >

7. The **Summary** screen displays. Review the summary and, if correct, click on **I Accept**, and then on **Submit**.

Vehicle Registration Cancellation

Information

Get Ready

Vehicle Information

Summary

### Review and Submit

**Transaction Type:** Vehicle Registration Cancellation

**VIN:** \*\*\*\*\*

**Projected Rebate Amount:** \$0.00

**Plate Number:** AAAAA\$

### Acknowledgment

I agree that I have read the above summary and attest that the information is true.

I Accept

Cancel < Previous **Submit**

**NOTE:** Ensure that the information is correct and that you are cancelling the intended registration and plate. After you click on **Submit**, you will not be able to reinstate the cancelled plate.

- The registration cancellation confirmation displays with the confirmation number. Click **OK** to return to the vehicle ownership springboard or **Printable View** to print a copy of the confirmation.

**NOTE:** A Registration Cancellation Receipt will be mailed to the owner of the vehicle for which the registration has been cancelled. The vehicle owner(s) can also print a copy of the cancellation receipt for up to 60 days from their customer profile in myRMV. You can also print a copy of the Registration Cancellation Receipt. Refer to the **Printing a Registration Cancellation Receipt** section below.



January 7, 2020 12:40 PM

Confirmation Number: 0-620-524-800

Your vehicle registration \*\*\*\*\* has been successfully cancelled on January 07, 2020. A copy of the plate cancellation receipt will be mailed to the address on file. If the vehicle is owned by an individual, a cancellation receipt can also be printed from the customer profile.

**Plate Type:** \*\*\*\*\*  
**Plate Number:** \*\*\*\*\*  
**VIN:** \*\*\*\*\*  
**Vehicle Year:** \*\*\*\*\*  
**Vehicle Make:** \*\*\*\*\*  
**Vehicle Model:** \*\*\*\*\*  
**Insured By:** \*\*\*\*\*

Remember to destroy your plate(s). You can do this by bending them in half.

Also, please contact your insurance company with your registration cancellation information.

You may be eligible for an abatement of your local motor vehicle excise if you cancelled this registration because you:

Moved out of Massachusetts, or  
Reported the vehicle as stolen, or  
No longer own the vehicle

If you have questions regarding an abatement, please contact your local assessor.

**OK**

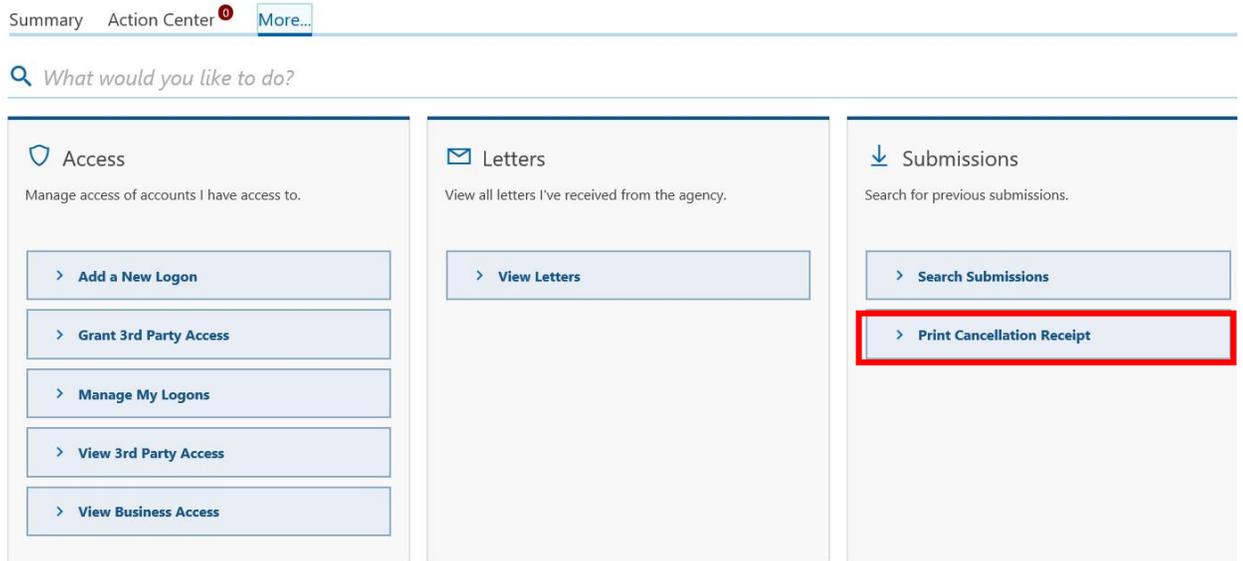
**Printable View**

## Printing a Registration Cancellation Receipt

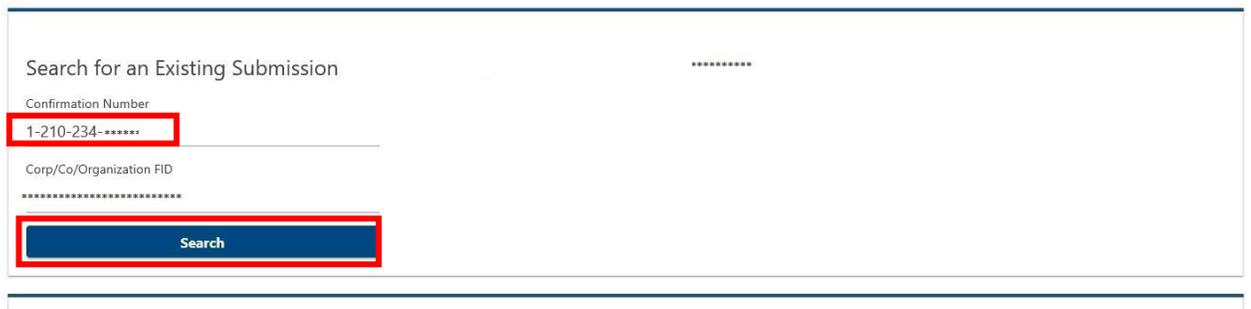
To print a Registration Cancellation Receipt, proceed as follows.

**NOTE:** You can print cancellation receipts only for cancellations processed by your company. You will need the confirmation number from the cancellation transaction.

1. From the eServices Portal home page, select the **More** tab, and then select **Print Cancellation Receipt** from the **Submissions** panel.



2. The **Search for an Existing Submission** screen displays. Enter the cancellation confirmation number and then click **Search**.



3. After the search returns the cancellation transaction, click **Print** to print the Registration Cancellation Receipt.

Search for an Existing Submission \*\*\*\*\*

Confirmation Number  
1-210-234-\*\*\*\*\*

Corp/Co/Organization FID  
\*\*\*\*\*

**Search**

**Transaction** : Vehicle Registration Cancellation  
**Date Completed** : Jan-07-2020

Registrations Filter

| Vehicle | Registration | Expires | Registration Status | Print        |
|---------|--------------|---------|---------------------|--------------|
| *****   | *****        |         | <b>Cancelled</b>    | <b>Print</b> |

- A sample **Registration Cancellation Receipt** is shown below:



**REGISTRATION CANCELLATION RECEIPT**  
**MASSACHUSETTS DEPARTMENT OF TRANSPORTATION**

\*\*\*\*\*

|  |              |   |                     |                         |                        |   |              |                       |
|--|--------------|---|---------------------|-------------------------|------------------------|---|--------------|-----------------------|
| REGISTRATION NUMBER<br>*****   |              | REGISTRATION TYPE<br>Passenger Normal Red Plate |                     | EFFECTIVE DATE<br>***** | EXPIRES<br>LAST DAY OF | MONTH<br>**   | YEAR<br>2021 | TITLE NUMBER<br>***** |
| MODEL YEAR<br>*****  | MAKE<br>HOND | MODEL<br>*****                                  | BODY STYLE<br>***** | COLOR(S)<br>*****       |                        | VEHICLE IDENTIFICATION NUMBER<br>*****  |              |                       |
| RESIDENTIAL ADDRESS (IF DIFFERENT THAN MAILING)  |              |   |                     |                         |                        | TOTAL REGISTERED WEIGHT FOR COMMERCIAL VEHICLE OR TRAILER                                     |              |                       |
| GARAGE ADDRESS<br>***** 5-1044   |              |   |                     |                         |                        | U.S. DOT NUMBER   |              |                       |
| NAME(S) OF OWNER(S) AND MAILING ADDRESS<br>*****   |              |   |                     |                         |                        | NUMBER OF AXLES   |              |                       |
| *****  |              |   |                     |                         |                        | INSURANCE COMPANY<br>*****  |              |                       |
| *****  |              |   |                     |                         |                        | IF VEHICLE CARRYING PASSENGERS FOR HIRE, MAXIMUM NUMBER OF PASSENGERS THAT CAN BE SEATED<br>5 |              |                       |
| The Records of the RMV Database Constitute the Official Status of the Vehicle Registration |              |   |                     |                         |                        | REGISTRAR OF MOTOR VEHICLES<br><i>James Jenler</i>  |              |                       |

|   |   |
|---|---|
| SPECIAL MESSAGE<br><br>Keep this receipt with your records. | CHANGE OF ADDRESS<br>STREET ADDRESS _____<br>_____<br>CITY, STATE, ZIP CODE _____ |
|---|---|

Once you cancel your registration, your car/truck cannot be driven on any public way in the Commonwealth of Massachusetts. When your registration is cancelled, the RMV will provide you with a registration cancellation receipt.

Once your registration is cancelled, you must recycle or destroy your license plates. Plates can be cut in half and discarded; or you can recycle **destroyed** plates if your town accepts them at the local recycle center.

### Important Information for Excise

You may be eligible for an abatement of your local motor vehicle excise if you cancelled this registration because you also:

- Moved out of Massachusetts
- Reported the vehicle stolen
- No longer own the vehicle

For your local assessors' office to process your abatement application, you must provide documentation of these and any other actions required by state law. If you have any questions, please contact your local assessor.

## Changing Garaging Address

To amend the garage address on a policy, proceed as in the example that follows:

1. From the home page **Summary** tab, select **Search for a Vehicle**.
2. Enter the vehicle VIN or plate number in the search field. In this example we enter the last eight characters of the VIN: J2237559.
3. Click **Search**.
4. The search returns information on the vehicle below the bold blue line. In this example, the vehicle is a trailer.
5. Click on the vehicle year, make, and model name.

< ACME INSURANCE

Search for a Vehicle Search Help

J2237559 Search

Results Filter

**2018 SURT 8218TILT**

Plate Type : Trailer Plate  
 Plate Number : A10049  
 Primary Owner : EMERSON OLLIE KHANG  
 VIN : 5JW1U2224J2237559

6. The vehicle ownership springboard displays. Under **I Want To**, click on **Update Vehicle Address**.

< Search Vehicles

**Vehicle Ownership**

Vehicle : 2018 SURT 8218TILT  
 Year/Make/Model  
 Vehicle Identification Number : 5JW1U2224J2237559  
 Mailing Address : 6 WINCH WAY  
 NATICK MA 01760-2106  
 Garage Address : 41 ELIOT ST  
 NATICK MA 01760-6040

**Registration**

Title : AA001071  
 Plate Number : A10049  
 Plate Type : Trailer  
 Registration : Standard (Personal)  
 Registration Expires : **30-Nov-2019**  
 Title Status : **Active**  
 Registration Status : **Active**

**I Want To**

[Cancel Vehicle Registration](#)  
[Update Vehicle Address](#)  
[Add Insurance Policy](#)

Vehicle | Registration | Title | Obligations | Inspections | Insurance

Owners | Liens | Vehicle Detail | Odometer

Owners Show History Filter

| Type          | Name                | Commence    | Cease | Active                              |
|---------------|---------------------|-------------|-------|-------------------------------------|
| Primary Owner | EMERSON OLLIE KHANG | Jul-01-2019 |       | <input checked="" type="checkbox"/> |

7. The **Transaction Information** screen displays. Click **Next**.

The screenshot shows the 'Transaction Information' screen. At the top left, there is a navigation bar with a back arrow and the text '< Home'. Below this is the title 'IPM Vehicle Address Change'. On the left side, there is a blue sidebar with the text 'Address Update' and a button labeled 'Get Ready'. The main content area is titled 'Transaction Information' and contains the following text: 'This transaction will guide you through updating the addresses associated with the selected vehicle(s). To begin the transaction to change your address, please click "Next".' At the bottom of the screen, there are three buttons: 'Cancel' on the left, '< Previous' in the middle, and 'Next >' on the right. The 'Next >' button is highlighted with a red border.

8. The **Garaged Address** screen displays. Enter the new address in the address fields. Click **Next**.

The screenshot shows the 'Garaged Address' screen. At the top left, there is a navigation bar with a back arrow and the text '< Home'. Below this is the title 'IPM Vehicle Address Change'. On the left side, there is a blue sidebar with the text 'Address Update' and two buttons labeled 'Get Ready' and 'Address'. The main content area is titled 'Garaged Address' and contains the following text: 'A garaged address is where the vehicle is treated as being located for legal purposes. This would apply if the vehicle is primarily kept at a different location than the primary or business address (such as a vehicle kept at a summer home or secondary business location). Current Garaged Address 41 ELIOT ST NATICK MA 01760-6040'. Below this, there are several input fields: 'Address Line 1' with the value '230 WASHINGTON STREET', 'Address Line 2', 'Unit Type' with a dropdown arrow, 'Unit', 'City' with the value 'MALDEN', 'State' with the value 'MA - MASSACHUSETTS' and a dropdown arrow, and 'Zip' with the value '02148-0000'. At the bottom of the screen, there are three buttons: 'Cancel' on the left, '< Previous' in the middle, and 'Next >' on the right. The 'Next >' button is highlighted with a red border.

9. The **Address Verification** screen displays. Check that the selected address is correct, then click **Next**.

< Home

IPM Vehicle Address Change

Address Update  
Get Ready  
Address  
Address Verification  
Summary

We have attempted to validate your address with the United States Postal Service for accuracy. A valid address decreases the possibility of returned mail. Please verify if the suggested address is correct. If not, you may select the original address you entered.

Garaged Address

Validated Address **Selected**  
230 WASHINGTON ST  
MALDEN MA 021482517

> Use Original Address  
230 WASHINGTON STREET  
MALDEN MA 021480000

Cancel Previous **Next**

10. The **Summary** screen displays. Review the **Vehicle Garaged Address** and click the **I Accept** button if it is correct.
11. Click **Submit**.

< Home

IPM Vehicle Address Change

Address Update  
Get Ready  
Address  
Address Verification  
Summary

Review and Submit

Transaction Type: IPM Vehicle Address Change

Vehicle Garaged Address: 230 WASHINGTON ST MALDEN MA 02148-2517

Acknowledgment

I agree that I have read the above summary and attest that the information is true.

I Accept

Cancel Previous **Submit**

12. The **Confirmation** screen displays. Click **OK** to return to the vehicle ownership springboard, or **Printable View** to print a copy of the confirmation.



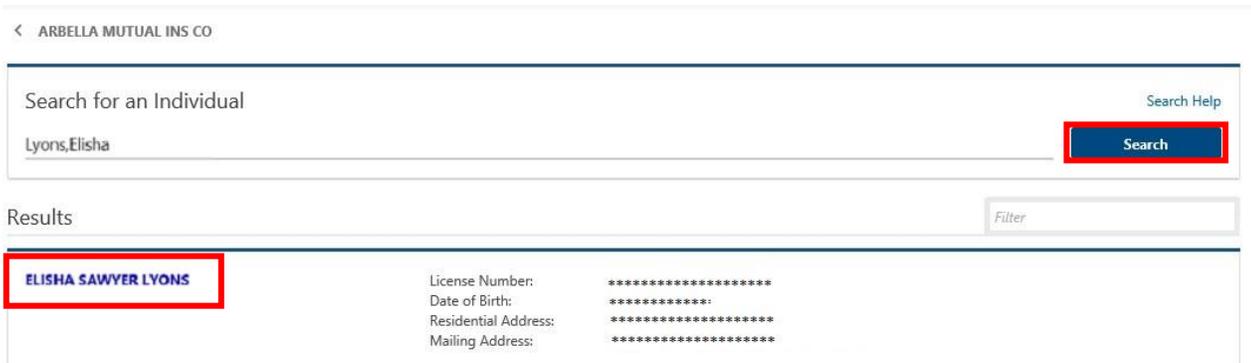
### 3.4 SDIP Tasks

SDIP tasks on the eServices Portal include **Add an Insurance Claim**, **Add a Formal Inquiry**, **Add an Out of State Incident**, and **Run an Informal Inquiry**.

#### Adding an Insurance Claim

To add an insurance claim, proceed as described in the steps below:

1. Begin by searching for the individual that is the owner of the policy to which you want to add a claim by clicking on **Search for an Individual** on the eServices Portal home page. (Alternatively, you can search directly for the policy, if you know the policy number, carrier code, policy type, and policy effective date.)
2. Enter the policy holder name and click **Search**.



3. Click on the individual name in bold blue letters in the search results (**ELISHA SAWYER LYONS** in our example.)

4. The individual springboard displays. Under **I Want To**, click on **Add an Insurance Claim**.

< Search

|   |   |   |
|---|---|---|
| <b>Individual</b><br>Name : ELISHA SAWYER LYONS<br>License Number : *****<br>License State : *****<br>Date of Birth : *****<br>Primary Address : *****<br>***** | <b>Demographics</b><br>Gender : *****<br>Height : *****<br>Eye Color : *****<br>Veteran : ***** | <b>I Want To</b><br>> Add an Insurance Claim<br>> Add a Formal Inquiry<br>> Add an Out of State Incident<br>> Run an Informal Inquiry |
|---|---|---|

SDIP Licensing Vehicles Enforcement Names & Addresses

Inquiries Claims OOS Incidents

Formal Inquiries Hide History

| Policy Number                  | Effective | Expiration | Carrier | Transaction Type | Cancelled | Reinquire | Rating |
|--------------------------------|-----------|------------|---------|------------------|-----------|-----------|--------|
| There are no formal inquiries. |           |            |         |                  |           |           |        |

5. The **Claim Information** page displays fields with information about the claim.

Add an Insurance Claim

Insurance Claim

**Claim Information**

Carrier : 153 - Arbella Mutual Insurance Company

|   |   |   |
|---|---|---|
| Type of Loss <sup>*</sup><br><i>Required</i>  | Claim ID Number <sup>*</sup><br><i>Required</i>       | Loss Amount <sup>*</sup><br><i>Required</i> |
| Policy Number <sup>*</sup><br><i>Required</i> | Policy Effective Date <sup>*</sup><br><i>Required</i> | Company Use Policy Number                   |
| VIN <sup>*</sup><br><i>Required</i>           | Vehicle Class Code <sup>*</sup><br><i>Required</i>    |   |

**Incident Information**

|   |   |   |  |
|---|---|---|--|
| Incident Date <sup>*</sup><br><i>Required</i> | Notice Date <sup>*</sup><br><i>Required</i> | Incident Location <sup>*</sup><br><i>Required</i> | Premium Town <sup>*</sup><br><i>Required</i> |
|---|---|---|--|

Cancel < Previous **Next** >

6. In our example, the type of loss is collision, so we select **Collision** as the **Type of Loss** from the drop-down menu. Additional information fields display.
7. Enter all required information. If the operator is also policy holder, click on **Operator is Policyholder** link to auto populate policy holder fields. If the policy holder does not have a license, click the **No License** button (button will turn green). After all information is entered, click **Next**.

### At Fault Claim Information

Carrier : 153 - Arbella Mutual Insurance Company

|                                |                                      |  |
|--------------------------------|--------------------------------------|--|
| Type of Loss<br>10 - Collision | Claim ID Number<br>1111234           | Loss Amount<br>1,000.00                              |
| Policy Number<br>12345         | Policy Effective Date<br>Nov-12-2019 | Company Use Policy Number<br>456789                  |
| VIN<br>4DR8UBAIND6A15360       | Vehicle Class Code<br>0400           | Surcharge Code<br>01 - Collision With Parked Vehicle |

Enter Required Information in all Fields.

### Incident Information

|                              |                            |                                    |                                   |
|------------------------------|----------------------------|------------------------------------|-----------------------------------|
| Incident Date<br>Dec-09-2019 | Notice Date<br>Dec-10-2019 | Incident Location<br>012 - Hingham | Premium Town<br>961 - Westminster |
|------------------------------|----------------------------|------------------------------------|-----------------------------------|

### Policyholder Information

Operator is Policyholder

No License

|                           |                       |                        |
|---------------------------|-----------------------|------------------------|
| License Number<br>*****   | State<br>MA           | Date of Birth<br>***** |
| First Name<br>ELISHA      | Middle Name<br>SAWYER | Last Name<br>LYONS     |
| Street Address 1<br>***** |                       |                        |
| Street Address 2          |                       |                        |
| City<br>*****             | State<br>MA           | Zip<br>*****           |

### Operator Information

|                           |                       |                        |
|---------------------------|-----------------------|------------------------|
| License Number<br>*****   | State<br>MA           | Date of Birth<br>***** |
| First Name<br>ELISHA      | Middle Name<br>SAWYER | Last Name<br>LYONS     |
| Street Address 1<br>***** |                       |                        |
| Street Address 2          |                       |                        |
| City<br>*****             | State<br>MA           | Zip<br>*****           |

Cancel

Next >

8. The **Review** screen displays.

[Add an Insurance Claim](#)



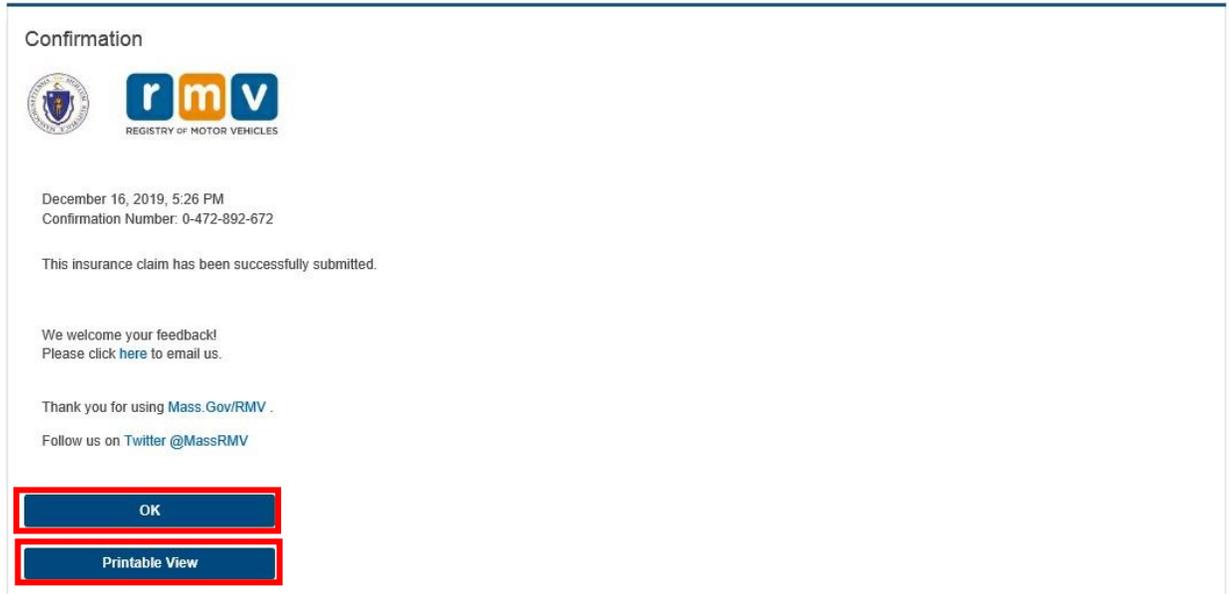
| Insurance Information                               | Policy Holder Information | Operator Information     |
|---|---------------------------|--------------------------|
| Type of Loss : 10 - Collision                       | License Number : *****    | License Number : *****   |
| Claim ID Number : 1111234                           | State : MA                | State : MA               |
| Policy Number : 12345                               | Date of Birth : *****     | Date of Birth : *****    |
| Policy Effective Date : Nov-12-2019                 | Last Name : LYONS         | Last Name : LYONS        |
| Loss Amount : \$1000                                | First Name : ELISHA       | First Name : ELISHA      |
| Surcharge Code : 01 - Collision With Parked Vehicle | Middle Name : SAWYER      | Middle Name : SAWYER     |
| Company Use Policy Number : 456789                  | Street Address 1 : *****  | Street Address 1 : ***** |
| VIN : 4DR8UBAIND6A15360                             | City : *****              | City : *****             |
| Vehicle Class Code : 0400                           | State : MA                | State : MA               |
|   | Zip : *****               | Zip : *****              |

| Incident Details                  |
|-----------------------------------|
| Incident Date : Dec-09-2019       |
| Notice Date : Dec-10-2019         |
| Incident Location : 012 - Hingham |
| Premium Town : 961 - Westminster  |

9. Review the information, and if correct, click **Submit**.

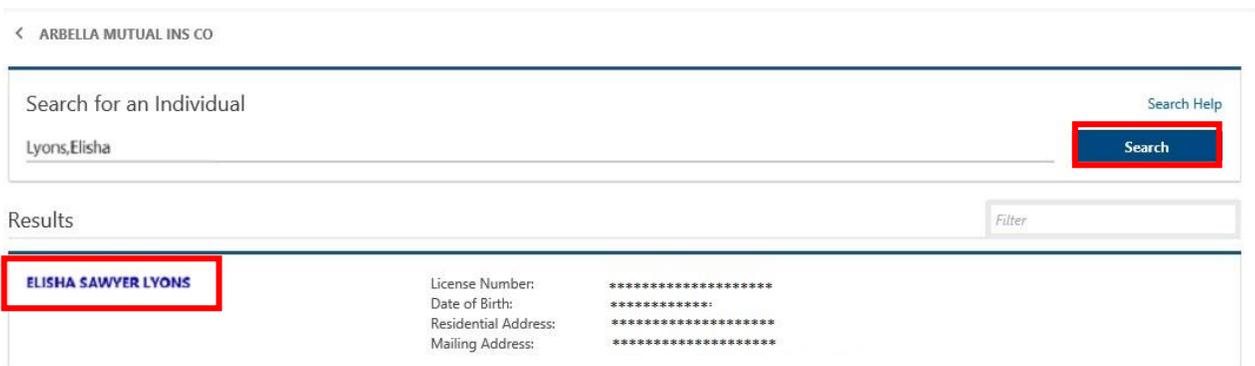
10. The **Confirmation** screen displays. Click **OK** to return to individual springboard, or **Printable View** to print the confirmation.



### Adding a Formal Inquiry

To add a formal inquiry, proceed as described in the steps below:

1. From the eServices home page **Summary** screen, click on **Search for an Individual**.
2. Enter the name of the individual that you are adding a formal inquiry for and click **Search**.



3. Click on the individual name in bold blue letters in the search results (**ELISHA SAWYER LYONS** in our example.)

- The individual springboard displays. Under **I Want To**, click on **Add a Formal Inquiry**.

The screenshot shows a user interface with three main panels: Individual, Demographics, and I Want To. The 'I Want To' panel contains four options: 'Add an Insurance Claim', 'Add a Formal Inquiry' (highlighted with a red box), 'Add an Out of State Incident', and 'Run an Informal Inquiry'. Below the panels is a navigation bar with tabs for SDIP, Licensing, Vehicles, Enforcement, and Names & Addresses. Underneath, there are tabs for Inquiries, Claims, and OOS Incidents. A 'Formal Inquiries' section is visible, showing a table with columns for Policy Number, Effective, Expiration, Carrier, Transaction Type, Cancelled, Reinquire, and Rating. The table is currently empty, with the text 'There are no formal inquiries.' below it.

- The **Add a Formal Inquiry** page displays with fields for information about the operator and prospective policy. Enter the required information including clicking the appropriate buttons for **Unreported OOS Incidents** and **Deferred Operator**. Click **Next**.

The screenshot shows the 'Add a Formal Inquiry' page. At the top, there is a 'Formal Inquiry' header. Below it, there are two main sections: 'Policy Information' and 'Operator Information'. The 'Policy Information' section includes fields for Carrier (153 - Arbella Mutual Insurance Company), Transaction Type (New Coverage), Policy Number (123456), Company Use Policy Number (123456), Premium Town (002 - Brockton), Effective Date (Nov-07-2019), Expiration Date (Nov-07-2020), Coverage Code (3 - Property Damage Liability Mandat), and Market Indicator (V - Voluntary Business). The 'Operator Information' section includes fields for License Number (S \*\*\*\*\*), License State (MA), Last Name (Lyons), Date of Birth (\*\*\*\*\*), Years of Driving Experience (5), Unreported OOS Incidents (No/Yes), and Deferred Operator (No/Yes). A red box highlights the 'Next' button at the bottom right of the page.

6. The **Review** Screen displays. Review the information and if correct, click **Submit**.

Add a Formal Inquiry

Formal Inquiry Review

---

**Policy Information**

Carrier : 153 - Arbella Mutual Insurance Company  
Transaction Type : New Coverage  
Policy Number : 123456  
Premium Town : 002 - Brockton  
Effective Date : Nov-07-2019  
Expiration Date : Nov-07-2020  
Coverage Code : 3 - Property Damage Liability Mandatory Coverage plus Collision Coverage  
Market Indicator : V - Voluntary Business

**Operator Information**

| License Number | License State | Last Name | Date of Birth | Years of Driving Experience | Unreported OOS Incidents |
|----------------|---------------|-----------|---------------|-----------------------------|--------------------------|
| *****          | MA            | Lyons     | *****         | 5                           | No                       |

7. The Confirmation page displays. Click **OK** to return to the Individual springboard or **Printable View** to print a copy of the confirmation.

< Home

---

**Confirmation**

Your submission has been submitted and your confirmation number is 0-662-234-368.

## Adding an Out of State Incident

To add an Out of State (OOS) Incident, proceed as follows:

1. Search for the individual record that you want to add an Out of State incident to. In this example, the individual is **Elisha Lyons**.

The screenshot shows a search interface for ARBELLA MUTUAL INS CO. A search bar contains the text "Lyons, Elisha" and a "Search" button. Below the search bar, the results section displays "ELISHA SAWYER LYONS" in bold blue text, which is highlighted with a red box. To the right of the name, there are fields for License Number, Date of Birth, Residential Address, and Mailing Address, all containing asterisks. A "Filter" button is visible in the top right corner of the results section.

2. The search returns **ELISHA SAWYER LYONS**. Click on the name **ELISHA SAWYER LYONS** in bold blue letters.
3. The individual springboard displays. Under **I Want to**, click on **Add an Out of State Incident**.

The screenshot shows the individual springboard for Elisha Lyons. It is divided into three main sections: "Individual", "Demographics", and "I Want To". The "Individual" section lists fields like Name, License Number, License State, Date of Birth, and Primary Address. The "Demographics" section lists Gender, Height, Eye Color, and Veteran status. The "I Want To" section contains four options: "Add an Insurance Claim", "Add a Formal Inquiry", "Add an Out of State Incident" (highlighted with a red box), and "Run an Informal Inquiry". Below these sections is a navigation bar with tabs for "SDIP", "Licensing", "Vehicles", "Enforcement", and "Names & Addresses". Under "Names & Addresses", there are sub-tabs for "Inquiries", "Claims", and "OOS Incidents". The "Inquiries" sub-tab is active, showing a "Formal Inquiries" section with a table header including "Policy Number", "Effective", "Expiration", "Carrier", "Transaction Type", "Cancelled", "Reinquire", and "Rating". The table content is empty, with the text "There are no formal inquiries." below it.

- The **Add an Out of State Incident** screen displays. Enter the required information and click **Next**.

1011

Add an Out of State Incident

Incident

Enter Required Information in all Fields.

**Incident Information**

|               |        |                 |                     |              |
|---------------|--------|-----------------|---------------------|--------------|
| ACD Code      | Points | Reporting State | Offense Description | Offense Code |
| A08           | 5      | IDAHO           | SPEEDING            | S01          |
| Incident Date |        | Conviction Date |                     |              |
| Nov-13-2019   |        | Nov-21-2019     |                     |              |

**Insurance Information**

Carrier : 153 - Arbella Mutual Insurance Company

|               |                       |                           |
|---------------|-----------------------|---------------------------|
| Policy Number | Policy Effective Date | Company Use Policy Number |
| 123456        | Nov-04-2019           | 12344567                  |

**Operator Information**

|                                  |       |               |            |              |           |
|----------------------------------|-------|---------------|------------|--------------|-----------|
| License Number                   | State | Date of Birth | First Name | Middle Name  | Last Name |
| : S24834066                      | : MA  | : Apr-05-1947 | : ELISHA   | : SAWYER     | : LYONS   |
| Street Address 1 : 321 WALNUT ST |       |               |            |              |           |
| Street Address 2 :               |       |               |            |              |           |
| City                             |       | State         |            | Zip          |           |
| : NEWTON                         |       | : MASSACHUSET |            | : 02460-1927 |           |

**Previous License Information**

Previous License Number

Previous License State

Date First Licensed

Cancel

< Previous
Next >

5. The **Review** screen displays. Review the information and, if correct, click **Submit**.

[Add an Out of State Incident](#)

Incident  Review

| Incident Details               | Operator Information        | Insurance Information                            |
|--------------------------------|-----------------------------|--|
| Offense Code : S01             | License Number : *****      | Carrier : 153 - Arbella Mutual Insurance Company |
| Reporting State : IDAHO        | State : MA                  | Policy Number : 123456                           |
| ACD Code : A08                 | Last Name : LYONS           | Policy Effective Date : Nov-04-2019              |
| Points : 5                     | First Name : ELISHA         | Company Use Policy : 12344567                    |
| Incident Date : Nov-13-2019    | Middle Name : SAWYER        | Number   |
| Conviction Date : Nov-21-2019  | Date of Birth : Apr-05-1947 |  |
| Offense Description : SPEEDING | Street Address 1 : *****    |  |
|                                | City : *****                |  |
|                                | State : MASSACHUSETTS       |  |
|                                | Zip : *****                 |  |

6. The Confirmation page displays. Click **OK** to return to the Individual springboard or **Printable View** to print a copy of the confirmation.

< Home

Confirmation



December 12, 2019, 1:44 PM  
Confirmation Number: 1-287-324-928

This out of state incident has been successfully submitted.

We welcome your feedback!  
Please click [here](#) to email us.

Thank you for using [Mass.Gov/RMV](#) .  
Follow us on Twitter [@MassRMV](#)

### Running an Informal Inquiry

To run an informal inquiry, proceed as described in the steps below:

1. From the eServices home page **Summary** screen, click on **Search for an Individual**.
2. Enter the name of the individual that you want to run a formal inquiry for, and click **Search**. (**ELISHA SAWYER LYONS** in our example.)

The screenshot shows a search interface for an individual. At the top, there is a breadcrumb trail: < ARBELLA MUTUAL INS CO. Below this is a search box with the text "Search for an Individual" and a "Search Help" link. The search input field contains "Lyons,Elisha" and a blue "Search" button is highlighted with a red box. Below the search box is a "Results" section with a "Filter" button. The search results display "ELISHA SAWYER LYONS" in bold blue text, which is also highlighted with a red box. To the right of the name are fields for License Number, Date of Birth, Residential Address, and Mailing Address, all containing asterisks.

3. Click on **ELISHA SAWYER LYONS** in bold blue letters in the search results.
4. The individual springboard displays. Under **I Want To**, click on **Run an Informal Inquiry**.

The screenshot shows the individual springboard interface. At the top, there is a breadcrumb trail: < Search. Below this are three panels: "Individual", "Demographics", and "I Want To". The "Individual" panel shows fields for Name, License Number, License State, Date of Birth, and Primary Address, all containing asterisks. The "Demographics" panel shows fields for Gender, Height, Eye Color, and Veteran, all containing asterisks. The "I Want To" panel has a list of actions: "Add an Insurance Claim", "Add a Formal Inquiry", "Add an Out of State Incident", and "Run an Informal Inquiry". The "Run an Informal Inquiry" option is highlighted with a red box. Below the panels is a navigation bar with tabs: SDIP, Licensing, Vehicles, Enforcement, and Names & Addresses. Below the navigation bar are tabs: Inquiries, Claims, and OOS Incidents. Below the tabs is a "Formal Inquiries" section with a "Hide History" button and a "Filter" button. Below this is a table with columns: Policy Number, Effective, Expiration, Carrier, Transaction Type, Cancelled, Reinquire, and Rating. The table is empty and contains the text "There are no formal inquiries."

- The **Policy Information** screen displays. Enter the effective date and years of driving experience, then click **Inquire**.

Policy Information

Effective Date  
Dec-12-2019

Operator Information

License Number: \*\*\*\*\*  
License State: MA  
Last Name: LYONS  
Date of Birth: \*\*\*\*\*

Years of Driving Experience: 4  
Unreported OOS Incidents: No Yes  
Deferred Operator: No Yes

Total MA Driving Years: 27

+ Add Another Operator

Close Inquire

- The informal inquiry results display, including merit rating and driving history. Click **Ok** to return to the individual springboard, or **Return to Inquiry**, to return to previous screen.

Rating

99

Clean In Three:   
Training Status:   
Potential Risk:

License Number : S52972058  
License State : MA  
Last Name : SMITH  
Date of Birth : Oct-04-1939

Operator Found : Yes  
Driving Experience : 6  
Incident Free Pd. : 6  
Unreported OOS Incidents : No  
Deferred Operator : No

Incidents

| License Number                              | License State | Violation Code | Description | Incident Date | Conviction Date | Points |
|---|---------------|----------------|-------------|---------------|-----------------|--------|
| No incidents exist on this driver's account |               |                |             |               |                 |        |

Return to Inquiry Ok

### 3.5 Section 5 Accounts

Section 5 is a type of account that allows a business to register and insure plates used temporarily on vehicles according to the needs of the business. Section 5 plates are issued under a Master Registration Number. Unlike normal plates, plates issued under a Section 5 account are not associated with a specific vehicle make, model and VIN. Instead, the vehicle to which the plate is attached is considered to be registered and insured and can be legally operated. The types of businesses that are eligible for Section 5 accounts are:

- Dealers (motor vehicles)
- Motorcycle Dealers
- Boat Dealers
- Farms
- Owner/Contractors
- Repair (motor vehicles)
- Transporters (of motor vehicles)

#### Adding a Policy to a Section 5 Account

**NOTE:** In order to add a policy to a Section 5 account, the business owner must have already established the account with the RMV. It is recommended that the business provide the Registration Application with the Master Registration number to the agent/carrier to facilitate adding a new policy using the Insurance Portal.

1. To add a policy to a Section 5 account, proceed as follows:
2. Search for the business that owns the Section 5 vehicles the policy covers. In our example the business name is **Enterprises Inc.**

< \*\*\*\*\*INSURANCE CO

Search Help

Search

---

Results Filter

|                        |                                       |
|------------------------|---------------------------------------|
| <b>ENTERPRISES INC</b> | Primary Id : *****                    |
|                        | Primary Id Type : Federal Employer Id |

3. Click on **Enterprises Inc** in bold blue letters.

4. The **Enterprises Inc** business entity springboard displays. Click on the **Section 5 Accounts** tab.

< Search Businesses

|   |   |
|---|---|
| <b>Business</b><br>Customer Name : Enterprises Inc<br>Customer Address : *****<br>***** | <b>Attributes</b><br>FEIN : *****<br>Commence : ***** |
|---|---|

Vehicles Insurance Policy **Section 5 Accounts**

Maximum available results returned. Please search on the vehicle VIN or plate number if the vehicle you're searching for is not listed.

Vehicles Hide History

| Vehicle | Plate Number | VIN | Registration Status |
|---------|--------------|-----|---------------------|
|---------|--------------|-----|---------------------|

5. In the Section 5 Accounts tab, click on the Section 5 Account name. In our example, the name is **Auto Repair and Towing**.

< Search Businesses

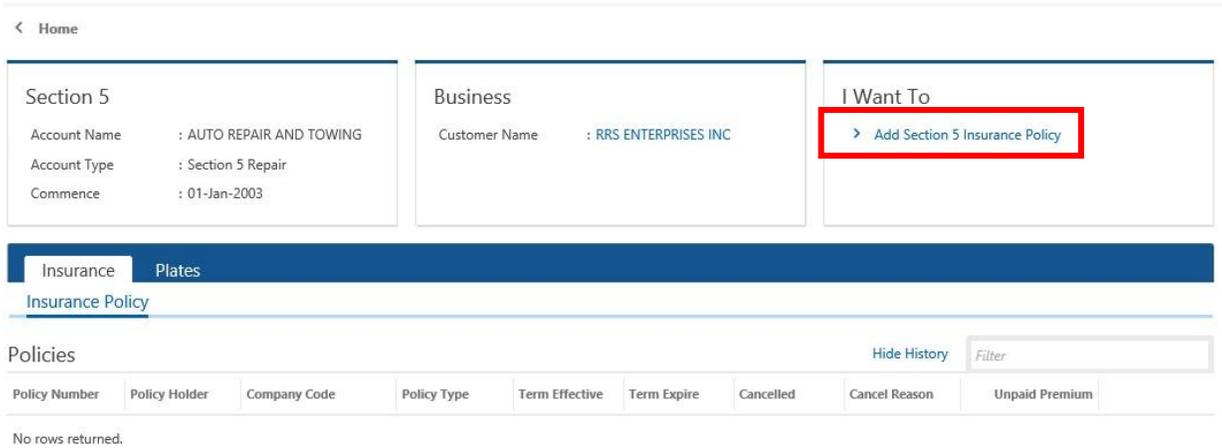
|   |   |
|---|---|
| <b>Business</b><br>Customer Name : ENTERPRISES INC<br>Customer Address : *****<br>***** | <b>Attributes</b><br>FEIN : *****<br>Commence : ***** |
|---|---|

Vehicles Insurance Policy **Section 5 Accounts**

Section 5 Accounts Hide History

| Name                          | Account Type     |
|-------------------------------|------------------|
| <b>AUTO REPAIR AND TOWING</b> | Section 5 Repair |

6. The Section 5 springboard displays. Under I Want to, click on **Add Section 5 Insurance Policy**.



< Home

|  |  |   |
|--|--|---|
| <b>Section 5</b><br>Account Name : AUTO REPAIR AND TOWING<br>Account Type : Section 5 Repair<br>Commence : 01-Jan-2003 | <b>Business</b><br>Customer Name : RRS ENTERPRISES INC | <b>I Want To</b><br><a href="#">&gt; Add Section 5 Insurance Policy</a> |
|--|--|---|

Insurance Plates

Insurance Policy

Policies Hide History

| Policy Number     | Policy Holder | Company Code | Policy Type | Term Effective | Term Expire | Cancelled | Cancel Reason | Unpaid Premium |
|-------------------|---------------|--------------|-------------|----------------|-------------|-----------|---------------|----------------|
| No rows returned. |               |              |             |                |             |           |               |                |

7. The Insurance **Policy New Business Transaction** page displays. Add the required information, as indicated in the illustration below.
  - a. If you need to add a vehicle, click on the **Add a vehicle** link and add the vehicle information.  
**NOTE: Add a vehicle** applies only to non-Section 5 vehicles that will be insured under the policy.
  - b. If you need to add an account, click on **Add an account**. (You can only add a policy to a new Section 5 account if the customer has already set up a new account with the RMV. Setting up a new Section 5 account is not a transaction that is performed through the eServices portal.)
  - c. If **Policy Holder** is the same as the **Section 5 Customer**, click the **Policy Holder** button (button turns green).
  - d. If **Policy Holder** is not the **Section 5 Customer**, do not click the **Policy Holder** button, but instead enter the **Policy Holder** information in the fields provided.
  - e. Enter the policy number or click **Bind Policy** to establish a temporary policy number.

f. After all information is entered, click **Next**.

Insurance Policy New Business Transaction

Insurance Information  
Get Ready  
Policy Information

Vehicle Information \*\*\*\*\* Filter

+ Add a vehicle

Section 5 Information Filter

|               |                            |                  |
|---------------|----------------------------|------------------|
| Plate Type    | Master Registration Number | Number of Plates |
| Repair Normal | 5002                       | 5                |

Account Name  
AUTO REPAIR AND TOWING

+ Add an account

Section 5 Customer Filter

|                 |              |              |                                     |
|-----------------|--------------|--------------|-------------------------------------|
| ENTERPRISES INC | Customer Zip | Business FID | Policy Holder                       |
| RRS             | *****        | *****        | <input checked="" type="checkbox"/> |

Policy Holder  
Same as section 5 customer: ENTERPRISES INC

Policy Information

Bind Policy

|              |               |             |
|--------------|---------------|-------------|
| Company Code | Policy Number | Policy Type |
| *****        | 12367         | Commercial  |

|                       |                        |
|-----------------------|------------------------|
| Policy Effective Date | Policy Expiration Date |
| Jan-05-2020           | Jan-05-2021            |

Cancel < Previous **Next** >

8. The **Review and Submit** screen displays. Review the information and, if correct, click **I Accept** and **Submit**.

Insurance Policy New Business Transaction

---

Insurance Information

Get Ready

Policy Information

Summary

### Review and Submit

Section 5 Account(s): Repair Normal #5002

Policy Type: Commercial

Policy Number: 12367

Policy Holder: RRS ENTERPRISES INC - 043137443

Company Code: 773

Effective Date: 1/5/2020

Expiration Date: 1/5/2021

### Acknowledgment

I agree that I have read the above summary and attest that the information is true.

I Accept

9. The **Confirmation** screen displays. Click **OK** to return to the vehicle ownership springboard or **Printable View** to print a copy of the confirmation.

< Home

---

### Confirmation

Your submission has been submitted and your confirmation number is 1-244-968-192.

## Cancelling a Section 5 Policy

To cancel a Section 5 Policy, proceed as follows:

1. Search for the owner of the Section 5 policy you want to cancel. In this example, the owner's name is **Enterprises Inc.**

< \*\*\*\*\*INSURANCE CO

Search Help

Search

Results Filter

|                        |                                       |
|------------------------|---------------------------------------|
| <b>ENTERPRISES INC</b> | Primary Id : *****                    |
|                        | Primary Id Type : Federal Employer Id |

2. Click on **Enterprises Inc** in bold blue letters.
3. The **Enterprises Inc** business entity springboard displays. Click on the **Section 5 Accounts** tab.

< Search Businesses

Business \*\*\*\*\*

Customer Name : Enterprises Inc

Customer Address : \*\*\*\*\*

Attributes

FEIN : \*\*\*\*\*

Commence : \*\*\*\*\*

Vehicles Insurance Policy **Section 5 Accounts**

Maximum available results returned. Please search on the vehicle VIN or plate number if the vehicle you're searching for is not listed.

Vehicles Hide History Filter

| Vehicle | Plate Number | VIN | Registration Status |
|---------|--------------|-----|---------------------|
|---------|--------------|-----|---------------------|

- In the **Section 5 Accounts** tab, click on the Section 5 Account name. In our example, the name is **Auto Repair and Towing**.

< Search Businesses

**Business**

Customer Name : ENTERPRISES INC

Customer Address : \*\*\*\*\*  
\*\*\*\*\*

**Attributes**

FEIN : \*\*\*\*\*

Commence : \*\*\*\*\*

[Vehicles](#)   [Insurance Policy](#)   **[Section 5 Accounts](#)**

---

Section 5 Accounts Hide History

| Name                   | Account Type     |
|------------------------|------------------|
| AUTO REPAIR AND TOWING | Section 5 Repair |

- The Section 5 springboard displays. Click on the **Insurance** tab and then on the **Maintain** link.

< Home

**Section 5**

Account Name : AUTO REPAIR AND TOWING

Account Type : Section 5 Repair

Commence : 01-Jan-2003

**Business**

Customer Name : ENTERPRISES INC

**I Want To**

> Add Section 5 Insurance Policy

[Insurance](#)   [Plates](#)

---

Insurance Policies Hide History

| Policy Nu | Policy Ho      | Company Co | Policy Ty | Term Effective | Term Expire | Account Added | Account Remove | Cancelled | Cancel Re | Unpaid Premium | Number of Plates |          |
|-----------|----------------|------------|-----------|----------------|-------------|---------------|----------------|-----------|-----------|----------------|------------------|----------|
| 23458     | ENTERPR<br>INC | 773        | Commerc   | Jan-17-2020    | Jan-17-2021 | Jan-17-2020   |                |           |           | 0.00           | 6                | Maintain |

Select Transaction Type

- Bind Verification
- Renewal
- Amend
- Cancellation
- Reinstatement
- Clear/Amend Un-Paid Premium

- Select **Cancellation** from the drop-down menu.

7. The **Transaction Information** screen displays. Click **Next**.

The screenshot shows a web interface for "Insurance Policy Cancellation". At the top left, there is a navigation breadcrumb: < Home. Below this is the page title "Insurance Policy Cancellation". The main content area is split into two columns. The left column is a dark blue sidebar with three menu items: "Insurance Information", "Get Ready", and "Transaction Selection". The right column is titled "Transaction Information" and contains the following text: "This transaction will guide you through an insurance policy cancellation." and "To begin cancelling the insurance policy, please click 'Next'". At the bottom of the screen, there are three buttons: "Cancel" on the left, and "Previous" and "Next" on the right. The "Next" button is highlighted with a red border.

8. The **Reason** section displays. Select the cancellation **Reason** from the drop-down menu, then click **Next**. In the example, **Competition/Voluntary** has been selected.

The screenshot shows the same web interface as above, but with the "Transaction Selection" menu item in the sidebar highlighted. The "Reason" section in the main content area is now visible. It includes a "Transaction Type" dropdown menu set to "Cancellation" and a "Reason" dropdown menu. The "Reason" dropdown menu is open, and "Competition / Voluntary" is selected and highlighted with a red border. The "Next" button at the bottom right is also highlighted with a red border.

- The **Policy Information** screen displays. Enter the effective date for the cancellation. Click **Next**.

Insurance Policy Cancellation

Insurance Information

Get Ready

Transaction Selection

Policy Information

Section 5 Information Filter

|                             |                                    |  |                       |
|-----------------------------|------------------------------------|--|-----------------------|
| Plate Type<br>Repair Normal | Master Registration Number<br>5002 | Account Name<br>AUTO REPAIR AND TOWING | Number of Plates<br>5 |
|-----------------------------|------------------------------------|--|-----------------------|

Policy Information

|                                      |                                       |  |
|--------------------------------------|---------------------------------------|--|
| Company Code<br>773                  | Policy Number<br>12345                | Policy Type<br>Commercial <span style="float: right;">▼</span> |
| Policy Effective Date<br>Jan-15-2020 | Policy Expiration Date<br>Jan-15-2021 | Unpaid Premium Owed<br>0.00                                    |

Effective Date

Transaction Effective Date  
Jan-15-2020

Cancel
Next >

- The Confirmation screen displays. Click **OK** to return to the Section 5 springboard or Printable View to print a copy of the confirmation.

< Home

Confirmation

Your submission has been submitted and your confirmation number is 0-788-090-112.

OK

Printable View

### Other Section 5 Policy Transactions

Other Section 5 transactions such as **Renewal**, **Reinstatement**, and **Clear/Amend Unpaid Premium** are similar to these transactions for non-Section 5 policies. Refer to the section **3.3 Maintaining Insurance Data** for guidance on performing these transactions.

## 4 Managing Logon Privileges and Permissions

The RMV grants eServices Portal administrator privileges to designated employees of authorized insurance carriers and agencies. Administrator privileges are required to add, cancel, or modify access.

### 4.1 eServices Administrative Tasks

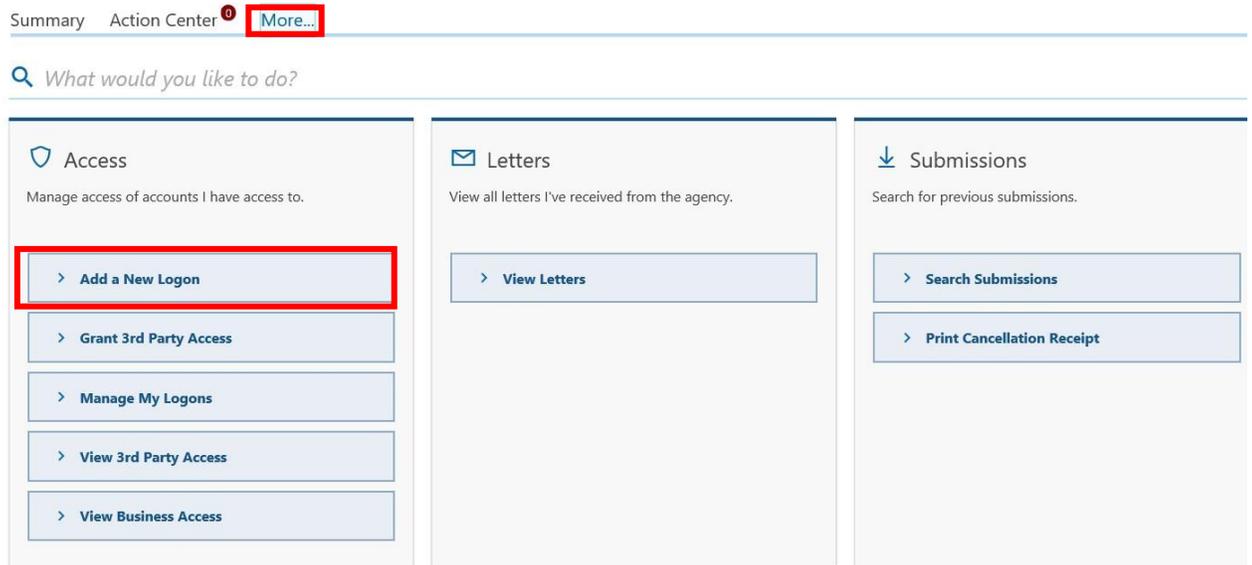
The following section provides step-by-instructions for managing logons and permissions.

#### Adding a Logon

**NOTE:** Logons may be added only for employees that have passed required background checks.

If you are an administrator, proceed as follows to add a new logon for a cleared employee.

1. Click on **More...** on the **Summary** tab of the eServices Portal home page.
2. The **Access**, **Letters** and **Submissions** panels display.
3. Click **Add a New Logon** on the **Access** panel.



4. The **Add a Logon** screen displays. Enter the email and employee name for the logon that you want to add.

**Add a Logon**

These settings determine the access type and access levels for authorized users of your business. Once added you may manage your logons under Manage My Logons. The provided email will be used for the username.

Once submitted an email will be sent to the new user with the next steps for setting up their logon.

**Logon Details**

Email <sup>\*</sup>  Employee Name <sup>\*</sup>

*Required* *Required*

The provided email will be used for the username.

**Account Access** Grant All

| Account Name                           | Account Id | Access Level         |
|--|------------|----------------------|
| Government Employees Insurance Company | 429        | <input type="text"/> |

Grant Access

5. Click on the **Grant Access** toggle button (button turns green).
6. Click on the **Access Level** drop-down menu and select an **Access Level**.

**NOTE:** There are six possible access levels, but but some levels are not available to third-party (agency) administrators.

- IPM Update
- SDIP and IPM Update
- SDIP Informal Inquiry
- SDIP Informal Inquiry and Update
- SDIP Informal Inquiry/IPM Update
- View Only

7. Click **Next**.

[Add a Logon](#)

 Add a Logon

These settings determine the access type and access levels for authorized users of your business. Once added you may manage your logons under Manage My Logons. The provided email will be used for the username.

Once submitted an email will be sent to the new user with the next steps for setting up their logon.

**Logon Details**

|                  |               |
|------------------|---------------|
| Email            | Employee Name |
| JSMITH@EMAIL.COM | JOE SMITH     |

The provided email will be used for the username.

**Account Access**

|                   |            |                     |  |
|-------------------|------------|---------------------|--|
| Account Name      | Account Id | Access Level        | Grant All  |
| Insurance Company | 429        | SDIP and IPM Update | Grant Access <input checked="" type="checkbox"/> |

8. The **User Agreement** screen displays. Click **I Agree** and then **Submit**.

[Grant 3rd Party Access](#)



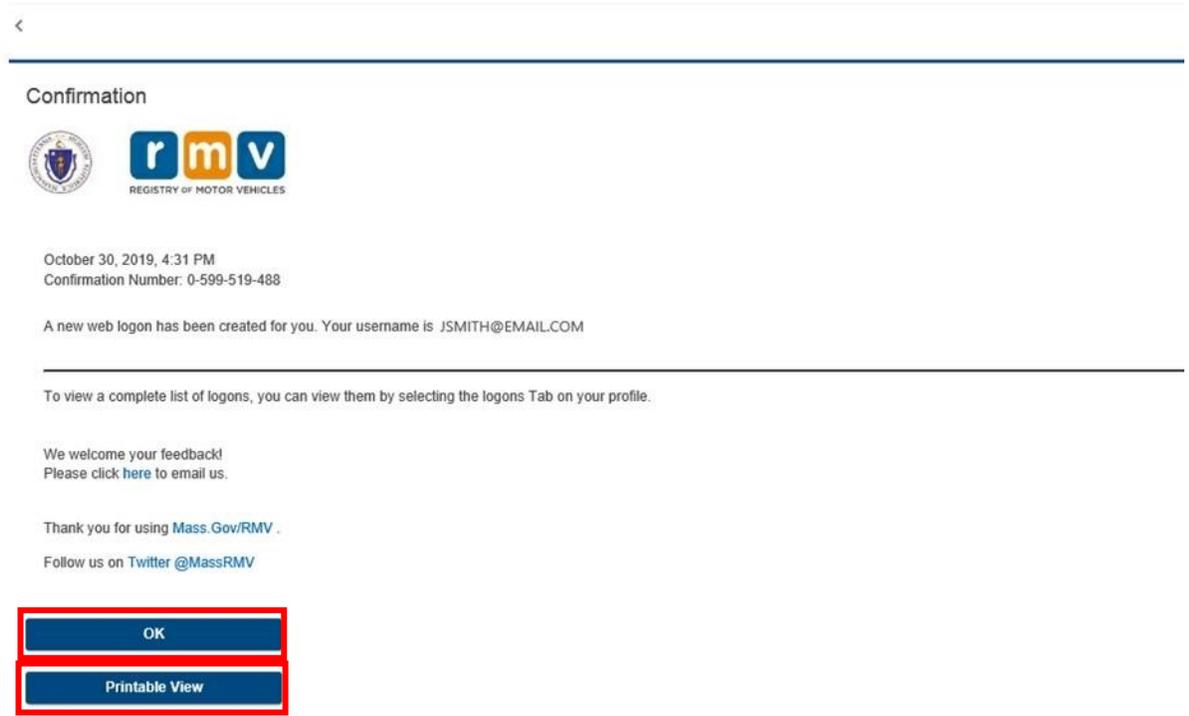
**User Agreement**

This employee meets all requirements as outlined by the Massachusetts Registry of Motor Vehicles.

I Agree

9. The **Confirmation** page displays. Click **OK** to return to the eServices home page or **Printable View** to print the confirmation.

**NOTE:** The Confirmation screen will be sent by email to the logon that has been created.



## Granting Third Party Access

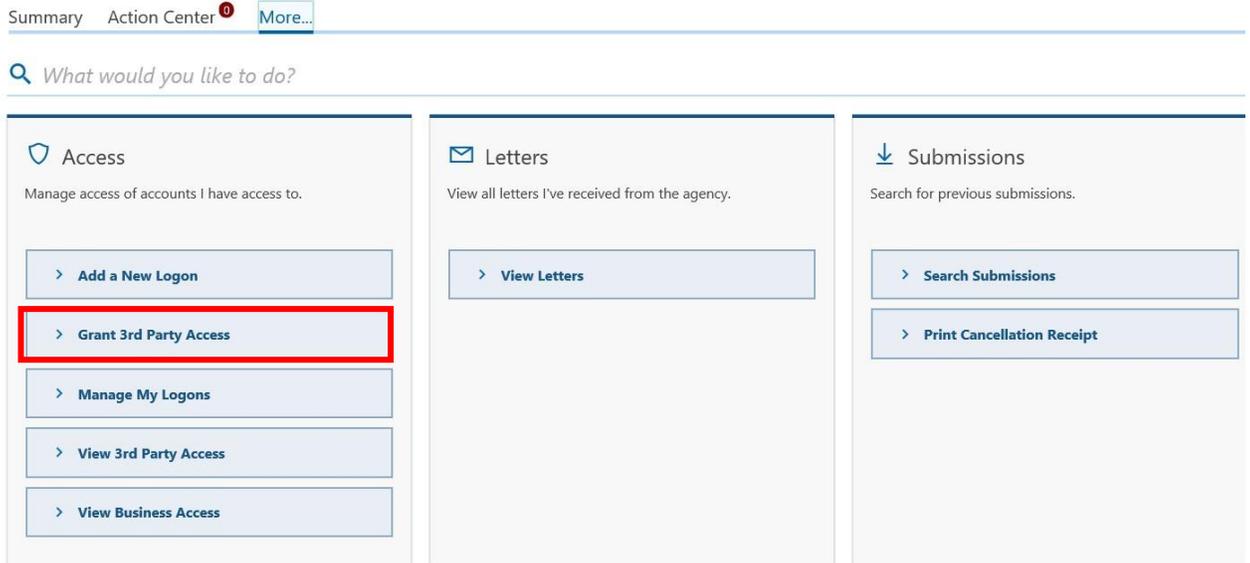
Insurance carriers may grant third parties (typically agencies) access (including updating privileges) to their own policy data. We refer to this as “granting third party access.” Access may be granted only to individuals who have passed a background check. In addition, agency employees that have been granted administrator status by the RMV may grant access to agency employees. (The carrier may limit the scope of access that the agency administrator is able to grant.)

1. If you are a carrier administrator, proceed as follows to grant RMV ATLAS access for a third-party.

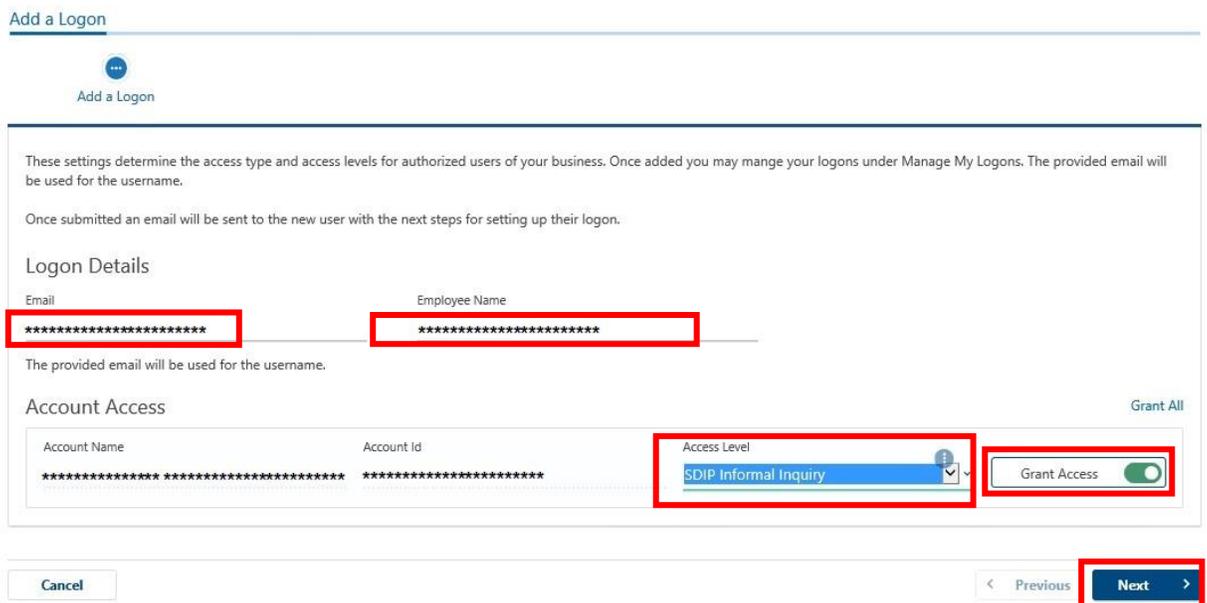
**NOTE:** Access may be granted only for individuals that have passed required background checks.

2. Click on **More...** on the **Summary** tab of the eServices Portal home page.
3. The **Access**, **Letters** and **Submissions** panels display.

- To grant third party access, click **Grant 3<sup>rd</sup> Party Access** on the **Access** panel.



- The **Add a Logon** screen displays. Enter the **Email** and **Employee Name** for the logon that you want to add.
- Click on the **Grant Access** toggle button (toggle button turns green).
- Click on the **Access Level** drop-down menu and select an **Access Level**.
- Click **Next**.



9. The **Confirmation** page displays. Click **OK** to return to the eServices home page or **Printable View** to print the confirmation.

**NOTE:** The **Confirmation** screen will be sent by email to the person who has been granted third party access.



## Modifying or Cancelling Access

To modify or cancel access proceed as in the following example:

1. Click on **More...** on the **Summary** tab of the eServices Portal home page.
2. The **Access**, **Letters** and **Submissions** panels display.
3. Click on **Manage My Logons**.
4. The **Additional Logons** screen displays. Locate the logon that you want to cancel or modify. You can use the **Filter** field as a search tool to locate the logon.

5. Click on the logon that you want to cancel or modify.

< TEST INSURANCE COMPANY

Additional Logons

These settings determine the access type and access levels for logons created by your business.

| Logons              |              |                     |               | Hide History | Filter |
|---------------------|--------------|---------------------|---------------|--------------|--------|
| janetest@gmail.com  | Jane Test    | janetest@gmail.com  | Office Staff  |              |        |
| johnstest@gmail.com | John Test    | johnstest@gmail.com | Administrator |              |        |
| sally@testins.com   | Sally Sample | sally@testins.com   | Office Staff  |              |        |

6. Select either the **Manage access**, **Resend logon access email**, or **Deactivate access** link.

< Additional Logons

Additional Logon

j\*\*\*\*\*t@gmail.com

Jane Test

j\*\*\*\*\*t@gmail.com

- > Manage access
- > Resend logon access email
- > Deactivate access

Access Activity

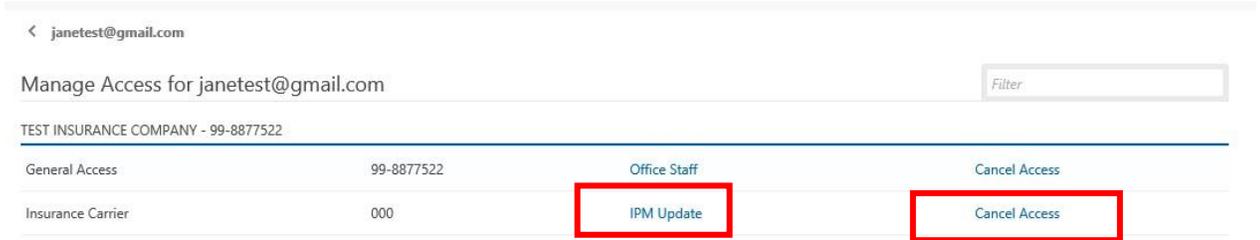
Access Settings for janetest@gmail.com

TEST INSURANCE COMPANY - 99-8877522

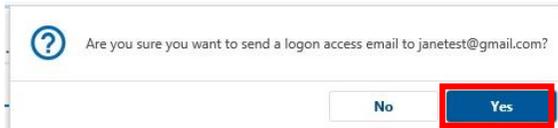
Manage Filter

|                   |              |            |             |
|-------------------|--------------|------------|-------------|
| General Access    | Office Staff |            |             |
| Insurance Carrier | 000          | IPM Update | All Periods |

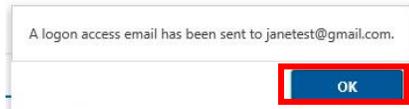
- If you select **Manage access**, the **Manage Access for** screen displays. You can click on the access level (**IPM Update**) to change the access level or click on **Cancel Access** to cancel either **General Access** or **Insurance Carrier** access.



- If, in step 6, you selected **Reset logon access email**, the following message displays, and a reset password link is sent to the email address of the logon.



- Click **Yes**. The following message displays. Click **OK**.



- If, in step 6, you select **Deactivate Access**, the following message displays.



- To deactivate access, click **Yes**. The following message displays. Click **OK**.

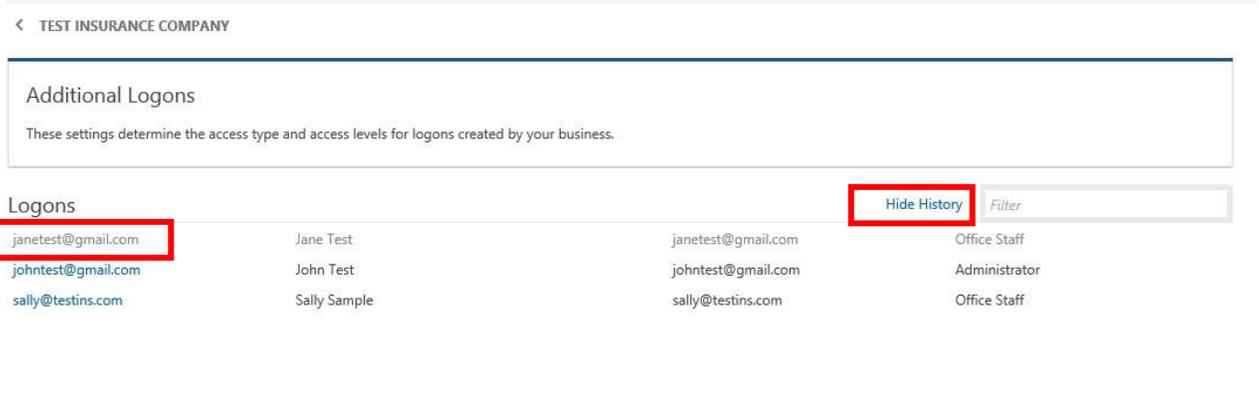


### Reactivating Access

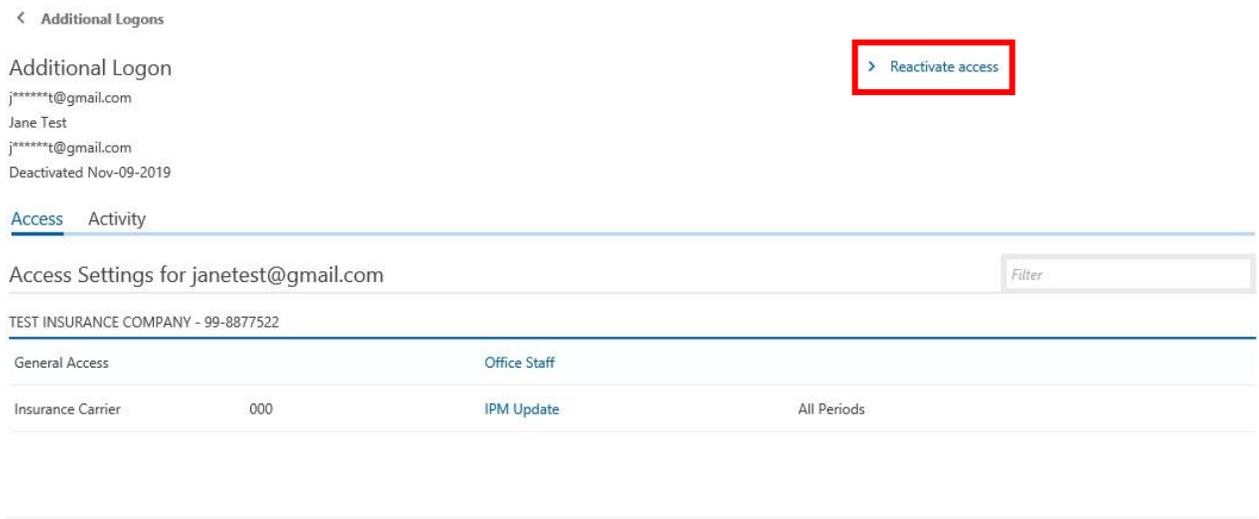
To reactivate access for an individual that has previously had their access deactivated, proceed as follows:

- Click on **More...** on the **Summary** tab of the eServices home page.
- The **Access**, **Letters** and **Submissions** panels display.

3. Click **Manage My Logons** on the **Access** panel.
4. The **Additional Logons** screen displays. Ensure that the **Show/Hide** toggle link displays **Hide History** (**Show History** is active).



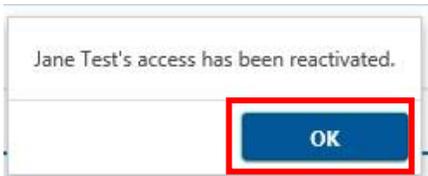
5. Scroll or use the **Filter** field to locate the logon that you want to reactivate. Note that deactivated logons are shown in gray.
6. Click on the logon that you want to reactivate. In this example, it is **janetest@gmail.com**.
7. The **Access Settings** for **janetest@gmail.com** screen displays. Click on the **Reactivate Access** link.



8. The question **Are you sure you want to reactivate Jane Test's access?** displays. Click **Yes**.

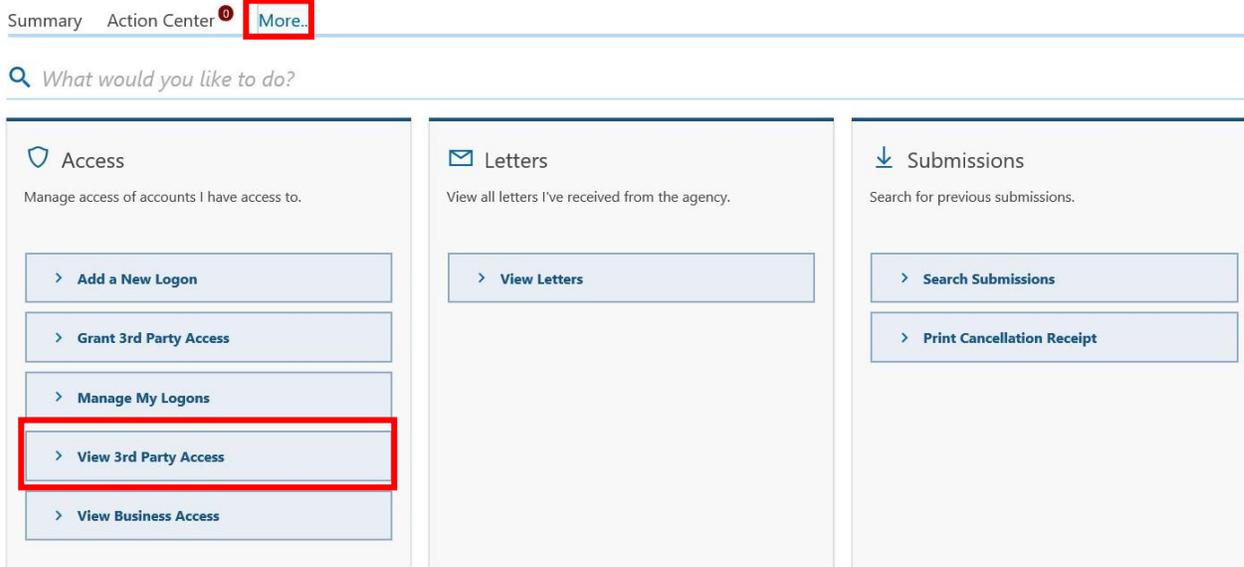


9. The following message displays. Click **OK**.



## Viewing 3<sup>rd</sup> Party Logons

The **View 3<sup>rd</sup> Party Logons** link on the home page **More...** tab allows you to view 3<sup>rd</sup> party logons that have been granted by your company. You can use this screen to locate the logon for viewing or maintenance.



An example of the **View 3<sup>rd</sup> Party Logons** screen is shown below.



## Viewing Business Logons

The **View Business Logons** on the homepage **More...** tab allows you to view all business logons for your company. If your company has more than one carrier code, the logons will be organized by carrier code. An example is shown below.

< TEST INSURANCE COMPANY

Business Logons Hide History Export

TEST INSURANCE COMPANY - 000

|                    |              |               |            |
|--------------------|--------------|---------------|------------|
| janetest@gmail.com | Jane Test    | Office Staff  | IPM Update |
| johntest@gmail.com | John Test    | Administrator | IPM Update |
| sally@testins.com  | Sally Sample | Office Staff  | IPM Update |
| steve@testins.com  | Steven Test  | Administrator | IPM Update |

## 5 References

The following links provide useful information regarding RMV Insurance Policy Management and ATLAS Training Resources:

[RMV Business Partners Website](#)

[IPM Manual](#)

[IPM Program](#)

[IPM Program Documents](#)