



Transaction Overview

The Duplicate Registration transaction is used to obtain a replacement copy of a vehicle's registration record. Limited amendments can be made to the registration during this transaction. The Duplicate Registration transaction can be performed at the request of:



The customer who has lost or damaged their original copy or who would like to update select information on their registration.

OR



The IEP when there is an error noticed on the registration after processing a customer's transaction. An updated version of the registration must be requested with the corrected information.

Steps to Complete the Duplicate Registration Transaction



Determine if the registration is eligible for the Duplicate Registration Transaction.



It is recommended that you run an **Inquiry** prior to the Duplicate Registration transaction to confirm that the transaction will be successful. The Inquiry is not required and therefore the document does not need to be scanned into the transaction, but it could help identify the eligibility factors below.

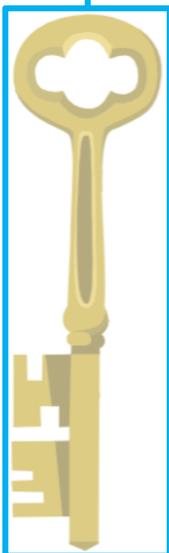
Key Eligibility Factors

A Duplicate Registration transaction can **ONLY** be processed on EVR if:

- ✓ The Registration Status is **Active** or **Active Non-Renew**.

A Duplicate Registration transaction **CANNOT** be processed on EVR:

- ✗ For School Bus or School Pupil plates.
- ✗ For Apportioned Plates associated with an IRP fleet.
- ✗ For Section 5 registrations, which includes dealer or repair plates, farmer plates, transporter plate, owner-contractor plates, & manufacturer plates.
- ✗ For Temporary Plates and Registrations.
- ✗ If the vehicle is self-insured.
- ✗ If there is no registration associated with a vehicle.
- ✗ If the vehicle owner has outstanding obligations like a bad payment.
- ✗ If the vehicle or plate has been marked as stolen.





Collect and Verify Required Documentation.

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Not every Duplicate Registration transaction requires documents to be collected.



If the customer is requesting an **exact duplicate** of their registration with no amendments, the Duplicate Registration transaction can be processed without collecting any documents.

If the registration must be corrected or amended, then the **EVR Duplicate Registration with Amendment Request** form must be completed. See page 5 for a sample of this form, This is an EVR specific document. The reason the duplicate is being requested affects who must complete the form:



If the customer is requesting an amendment, the document must be completed to confirm the information being amended and then signed by the customer.



If the IEP must process the Duplicate Registration transaction to correct an error made during a previous EVR transaction, the form must be completed and signed by the IEP.

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Initiate the Duplicate Registration Transaction.



Select the Duplicate Registration transaction in your Service Provider software.



If there are no amendments that need to be made to the registration, proceed to Step 4.



If an amendment must be made during the Duplicate Registration transaction, refer to the **EVR Duplicate Registration with Amendment Request** form for the information that must be updated (see the sample form on page 5).



Both Insurance Agent & Dealer IEPs have the ability to update the following information during a Duplicate Registration transaction:

- ✓ Individual owner residential and/or mailing address for either the primary or the secondary owner
- ✓ Lessee residential and/or mailing address for either the primary or secondary lessee
- ✓ Vehicle garaging address
- ✓ Primary and/or secondary vehicle color



Additionally ONLY Insurance Agent IEPs have the ability to update the following during a Duplicate Registration transaction:

- * Insurance Carrier Code



IMPORTANT: If you must correct an error you made on any of the registration information that can be amended during the Duplicate Registration transaction, do not call your Service Provider Help Desk. One of the goals of this transaction is to decrease calls to the help desk and allow you as the IEP to make these select amendments on your own. If there are other fields that need to be corrected, continue to contact your Help Desk who can work with RMV Business Support to correct the error. After RMV Business Support corrects the error, you can then complete the Duplicate Registration transaction to issue a correct registration for the \$25 fee.



Scan & Tag Documentation (If Required).

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Not all duplicate registration transactions require documents to be scanned. Scanned documents are **NOT required for exact duplicates** of the vehicle's record.



If a change is being made to the registration, then the **EVR Duplicate Registration with Amendment Request** form must be completed and scanned into the transaction. This is required for all of the amendments allowed during the Duplicate Registration transaction. When scanned, this document should be tagged as Other in the Service Provider software.

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Collect Transaction Fee.



The standard fee for a duplicate registration is \$25.



Certain plate and ownership types will not charge a fee for the transaction, including but not limited to State, Municipal, and Transit Authority plates.



IMPORTANT: If a Duplicate Registration transaction must be processed as a result of an error made by an IEP, the Permit Holder location is responsible paying the \$25 fee. The fee should not be charged to the customer.



Complete Transaction & Issue RMV Documents.

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If the transaction processes successfully, a new copy of the vehicle's Certificate of Registration will generate for the IEP to print for their customer along with a copy of the RMV Fee receipt when applicable.



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Store Documentation.



When collected, securely store the **EVR Duplicate Registration with Amendment Request** form along with the other original documents per your standard document retention rules.

When IEPs are using the EVR Duplicate Registration with Amendment Request form to correct an error from a previous transaction, this document should be stored with the paperwork from the previous transaction.

✕ Resolving Errors

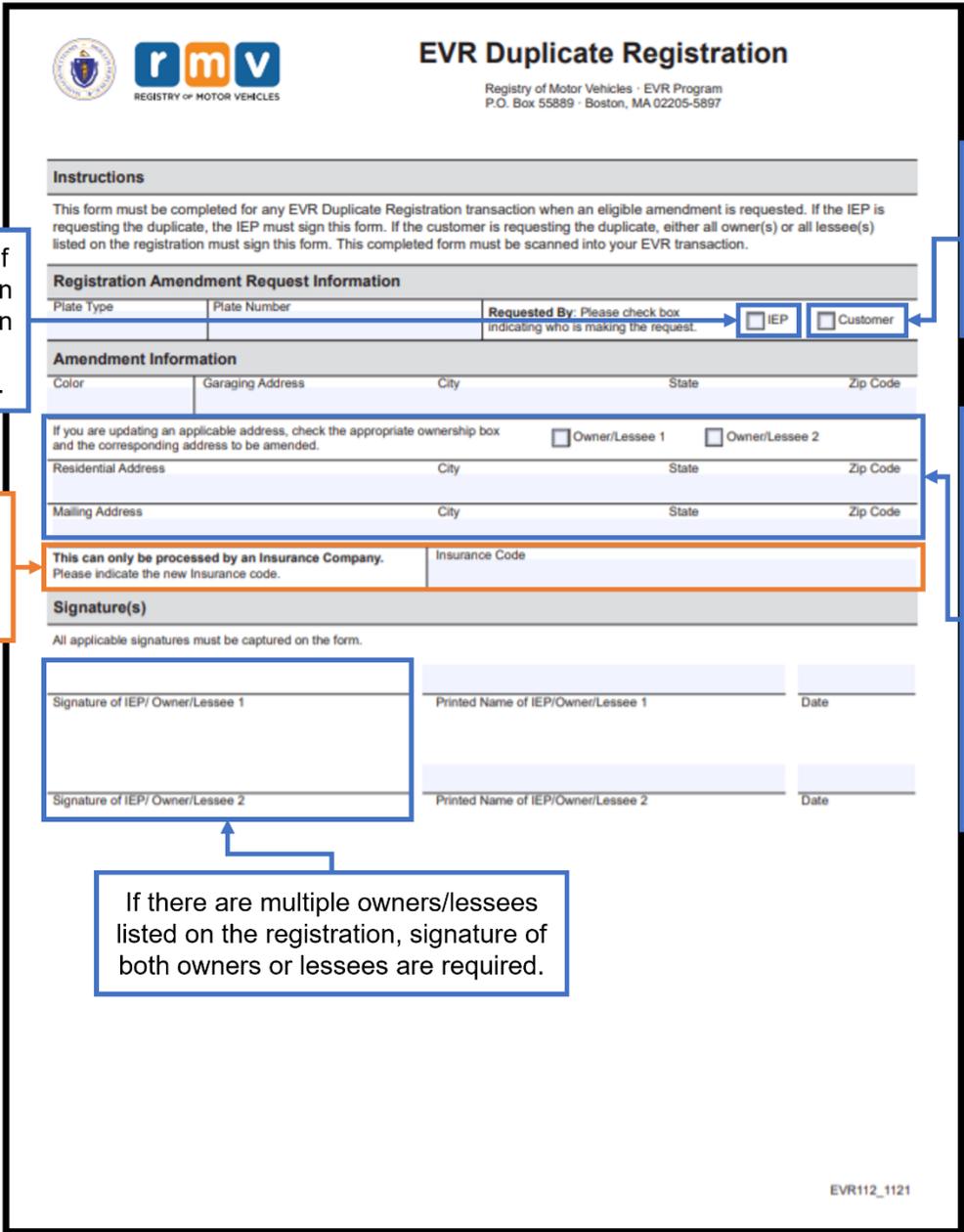
If the transaction is unsuccessful, the IEP will receive an error message and the transaction will not be completed. Most likely the customer has additional obligations or there is a registration status that is not allowed. The IEP may contact their Service Provider Help Desk to see if the issue can be resolved internally to allow them to process the transaction.



A Duplicate Registration transaction cannot be processed for Self-Insured vehicle on EVR. The IEP may receive an error message if attempting to process a duplicate for a self-insured vehicle. The customer should be able to request the duplicate registration online through myRMV.



SAMPLE: EVR Duplicate Registration with Amendment Request Form



Instructions
This form must be completed for any EVR Duplicate Registration transaction when an eligible amendment is requested. If the IEP is requesting the duplicate, the IEP must sign this form. If the customer is requesting the duplicate, either all owner(s) or all lessee(s) listed on the registration must sign this form. This completed form must be scanned into your EVR transaction.

Registration Amendment Request Information

Plate Type	Plate Number	Requested By: Please check box indicating who is making the request.
		<input type="checkbox"/> IEP <input type="checkbox"/> Customer

Amendment Information

Color	Garaging Address	City	State	Zip Code
If you are updating an applicable address, check the appropriate ownership box and the corresponding address to be amended.				
		<input type="checkbox"/> Owner/Lessee 1	<input type="checkbox"/> Owner/Lessee 2	
Residential Address	City	State	Zip Code	
Mailing Address	City	State	Zip Code	

This can only be processed by an Insurance Company. Please indicate the new Insurance code.

Insurance Code

Signature(s)
All applicable signatures must be captured on the form.

Signature of IEP/ Owner/Lessee 1	Printed Name of IEP/Owner/Lessee 1	Date
Signature of IEP/ Owner/Lessee 2	Printed Name of IEP/Owner/Lessee 2	Date

Callouts:

- Select IEP if correcting an error from an EVR transaction.
- Select Customer if either the owner or lessee on the vehicle requests the amendment.
- Can ONLY be updated by Insurance Agents!
- If updating mailing or residential address for primary owner/lessee, select the Owner/Lessee 1 checkbox. Select Owner/Lessee 2 checkbox for updating the secondary owner/lessee addresses.
- If there are multiple owners/lessees listed on the registration, signature of both owners or lessees are required.

The [EVR Duplicate Registration with Amendment](#)¹ form can be found on the [Training & Support](#)² section of the EVR Program Documents webpage.

¹<https://www.mass.gov/doc/duplicate-registration-with-amendment-request-form/download>

²<https://www.mass.gov/lists/evr-program-documents#training-and-support->