



Electronic Vehicle Registration (EVR)

Duplicate Registration

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Table of Contents

Introduction	3
Duplicate Registration Transaction Process	3
Appendix	6
References	6

Change Log

Change	Description	Date Updated/Version Number
Amendments, Inquiries, and Fees; Updated Process Flow	Updates to Vehicle Amendments section, additional Registration Inquiries, and fee clarifications. Process flow in the Appendix has been updated.	V1.8 – 06/30/2021
Vehicle Amendments	Updates to Vehicle Amendments section to state dealers can update vehicle color.	V1.9 – 07/08/2021
References Section	Updated hyperlinks in References section to new Business Partner website on Mass.gov.	V2.0 – 04/10/2024

Introduction

The Massachusetts Registry of Motor Vehicles (RMV) Electronic Vehicle Registration (EVR) Program provides participating Permit Holders and Service Providers with the ability to process certain transactions on behalf of their customers. For complete information, review the [EVR Program Details](#).

This document provides a description of and processing instructions for processing Duplicate Registrations. This business function is described below. The Duplicate Registration transaction is used to obtain a duplicate of the registration record as it exists on ATLAS.

The following information can be Amended when processing a Duplicate Registration:

Address Amendments/Changes:

- Owner 1 Mailing and/or Residential Address
- Owner 2 Mailing and/or Residential Address
- Lessee 1 Mailing and/or Residential Address
- Lessee 2 Mailing and/or Residential Address
- Garage (Garaging) Address

Vehicle Description Amendments:

The ability to process the Vehicle Description changes below vary based on the end user. These edits **must be enforced by the Service Provider**.

Dealers and Insurance Carriers Can Update:

- Primary Color
- Secondary Color

Insurance Carriers Can Also Update:

- Insurance Carrier Code

NOTE: The Gross Vehicle Weight Rating (GVWR) cannot be changed during a Duplicate Registration transaction.

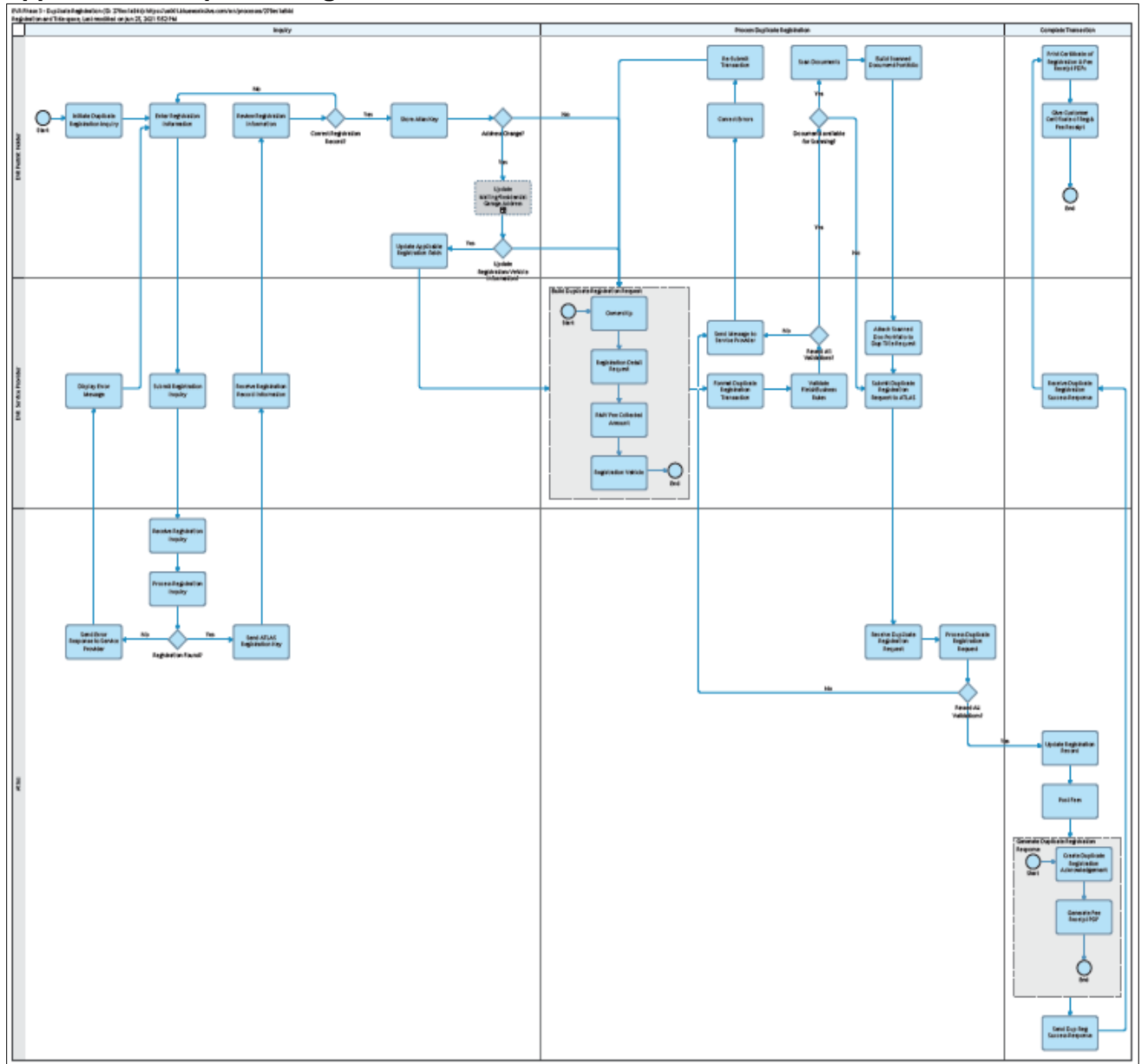
Duplicate Registration Transaction Process

1. Process a GetVehicleRecordByRegistration inquiry to determine if the Registration is eligible for the Duplicate Registration transaction and to obtain the applicable Registration Record Key. Note that you can also obtain this key using the GetVehicleRecordByTitle and GetVehicleRecordByVIN transactions.
2. Is the Registration eligible for the Duplicate Registration transaction? (Note that it is incumbent on the Service Provider to make this determination.)
 - a. Yes:
 - i. The Registration is eligible for a Duplicate Registration transaction if it is in one of the following Statuses:
 - Active
 - Active Non-Renew
 - b. No:
 - i. Correct errors and resubmit. A Duplicate Registration transaction cannot be processed if:

- Primary Owner has obligations (account is associated with a Bad Payment).
 - The Registration is a Temporary Registration.
 - Registration is an Apportioned Plate and is associated with an International Registration Plan (IRP) fleet.
 - The Registration is not associated with a vehicle, e.g., the Registration Inquiry does not return a registration with a vehicle listed. This typically reflects the instance where the registrant has sold the vehicle to someone else and not yet obtained and registered a new vehicle while the new owner has registered the old vehicle. Suggested steps for this instance are:
 - a. Run GetVehicleRecordByRegistration and verify that the Registration Status shows Active (VRGVAL) and that the Title Status is Inactive (INA).
 - b. Run GetVehicleRecordByVin for the VIN returned via the prior inquiry and verify that a different registration and owner information is returned, e.g., the vehicle has been sold and registered by the new owner.
 - Vehicle or plate has been stolen.
 - Registration is Suspended or Revoked.
 - A future dated Plate Swap transaction is Pending.
 - Registration is Expired (including Expired Non-Renew).
3. Are changes to the individual owner's or lessee's Mailing and/or Residential Address or the Garaging Address being applied during Duplicate Registration transaction?
- a. Yes:
 - i. Update address records, as needed. In addition:
 - Owner 1 and 2 Address Records can only be updated for individual owners. In addition, the garage address, which is registration/vehicle specific, can also be updated.
 - In processing an address change, the RMV strongly recommends processing the proposed address change through the GetVerifiedAddress transaction to verify the proposed address change prior to submitting it as part of the Duplicate Registration transaction. This will avoid the case where the transaction fails due to an Address Verification Error.
 - It is possible, especially for new developments that are not yet recognized by the address verification software, that a valid address will fail. In this instance, the owner should be directed to process the change via [myRMV](#) (which allows them to affirm the failed address) prior to processing the Duplicate Registration. In this manner, the correct address will print on the resulting Registration Form.
 - b. No: Continue to the next step.
 - c. Are Registration/Vehicle Changes being made during Duplicate Registration transaction?
 - i. Yes: For Vehicle Description Amendments, enter the new primary/secondary color values.
 - ii. No: Continue to the next step.
 - d. Are there documents that need to be scanned?

- i. Yes: Scan the documents to a document portfolio, tag as “other” and submit as part of the transaction.
 - ii. No: Continue to the next step.
- 3. Process the Duplicate Registration Transaction and collect the RMV Fee (amount due), if applicable. The current fee (as of July 2021) for a Duplicate Registration is \$25; there are exceptions to the fee for State, Municipal, Authority, and a limited number of other plates.
 - **NOTE:** The RMV does not specify when this step needs to occur in the process, only that it must occur at some point, as the Permit Holder and Service Provider will be held accountable for the fees once the transaction is successfully processed.
- 4. Is transaction successful?
 - a. Yes:
 - i. Successful Responses will include:
 - RMV-generated Duplicate Registration.
 - RMV-generated Fee Receipt.
 - ii. Clerk prints RMV-generated documents to provide to the customer.
 - b. No:
 - i. Review Error Rule and update request, as necessary.
 - ii. Return to the previous step(s), as needed, to determine if the Duplicate Registration transaction can be completed.

Appendix A – Duplicate Registration Workflow:



References

RMV Business Partners

Electronic Vehicle Registration (EVR) Program

Electronic Vehicle Registration (EVR) Program Documents