



Messages of the Day (MOTDs) – 2024

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September 17, 2024:

RMV EVR Training Update - Update to Kei Vehicle Policy in Massachusetts

Owners of Kei Vehicles (Kei trucks, cars, and vans) can register these vehicles effective September 18, 2024. Kei Vehicles that are already registered may continue their existing registration and renewals, without interruption.

The RMV will register Kei Vehicles while continuing to review safety implications of Kei Vehicles on the public roadways. Plans for conducting a formal study of this subject matter are under development and will be announced once complete.

Newly registered Kei Vehicles may receive a passenger or commercial plate, depending on their intended use. Owners who wish to register and title their Kei Vehicles may do so by visiting an RMV Service Center with the following documents:

Kei Vehicles Purchased and Imported from Another Country

- *Registration and Title Application* stamped by their insurance agent
- Proof of ownership document (for example, a Registration or an export certificate)
- Bill(s) of Sale providing a complete chain of transfers and ownerships (where applicable)
- The following U.S. Customs Entry Forms
- CF 7501 - Entry Summary
- DOT Form HS-7: Compliance or exemption from Federal Motor Vehicle Safety Standards (FMVSS)
- EPA Form 3520-1: Compliance or exemption from Environmental Protection Agency (EPA) standards

Documents in a foreign language must be accompanied by a translation. For example, an export certificate is typically issued in both English and the foreign language; this would be an acceptable translation.

Kei Vehicles Purchased by a MA Resident from Another State

- *Registration and Title Application* stamped by their insurance agent
- Previous Certificate of Title or Registration (for vehicles that are exempt from title due to their age)
- Bill(s) of Sale providing a complete chain of transfers and ownerships (where applicable)

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August 9, 2024:

RMV EVR Training Update – 2024 Sales Tax Holiday Weekend

The 2024 Sales Tax Holiday Weekend will be August 10-11. During these two days, most purchases of single items of tangible personal property costing \$2,500 or less are exempt from Massachusetts sales and use taxes, subject to certain exclusions. This applies to items bought for personal use only. Purchases by corporations or other businesses and purchases by individuals for business use remain taxable.

How Does This Affect the RMV?

Motor vehicles do not qualify for the sales tax holiday exemption and are subject to sales tax. However, trailers costing \$2,500 or less do qualify for the exemption, provided they are purchased for personal use.

Trailers that cost over \$2,500, or are purchased for business use, are subject to sales tax. Trailers that are subject to sales tax are taxed based on the full purchase price, not the purchase price minus \$2,500. For example, a trailer purchased for \$3,000 must be taxed based on the \$3,000 purchase price.

NOTE: Motorized bicycles (mopeds) that cost \$2,500 or less and are purchased for personal use do qualify for the sales tax exemption. However, this will not affect moped registration transactions, as the RMV does not collect the sales tax for mopeds.

August 8, 2024:

EVR Inventory – Mislabeled Plates

The EVR Department has been made aware that plate boxes have been shipped with incorrect labels. Due to this issue, we ask that you follow the outlined guidance below:

- Locations should accept incoming orders.*
- Open the box(es) of plates to verify the plates in the box match the label on the box (which are the plates accepted).
- If they do not match, mark the plates NOT received as "EVR Missing."
- Reach out to your Service Provider Help Desk and let them know the series of plates physically received that need to be transferred into your inventory.
- The Service Provider Help Desk will contact RMV Inventory Management on your behalf so the correct plates can be added in the RMV database to your location and your Service Provider will need to manually add the correct plates to your inventory in your software.

***NOTE:** Any locations that received an inventory order this week or last week please check the plates in the boxes to confirm they match the labels.

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July 23, 2024:

Motor Vehicle Inspections – IMPORTANT **RESOLVED on 7/24/2024**

Motor vehicle inspections are unavailable in the state due to the global outage on Friday, July 19, which impacted the use of some technology. The Registry continues to coordinate with its vendor, OPUS, and inspection sites to remedy issues. (Motorcycle inspections are available.)

We will continue to keep you updated as information becomes available.

Thank you for your continued patience.

July 22, 2024:

Motor Vehicle Inspections – IMPORTANT **RESOLVED on 7/24/2024**

Please be advised that motor vehicle inspections are currently unavailable.*

Resolution updates will be provided, once received. Thank you for your cooperation!

***NOTE:** Motorcycle inspections are being processed at this time.

July 19, 2024:

Global System Outage – IMPORTANT **RESOLVED on 7/24/2024**

Due to the global system outage, the following RMV services have been identified as currently UNAVAILABLE:

- Service Center and AAA appointments are cancelled until 12:00pm Eastern Time
- Online credit card payments – payment by check can be accepted
- Vehicle inspections
- Limited capacity to accept phone calls in the RMV Contact Center
- Road tests are still being conducted

The RMV is still evaluating services and will provide updates, as needed.

July 3, 2024:

Mini Kei Trucks or Vans Cannot be Registered by the RMV – Revised

Kei-class mini trucks and vans are smaller versions of standard vehicles that are imported from abroad and are more than 25 years old.

The National Highway Traffic and Safety Administration (NHTSA) does **not** endorse the use of these vehicles on public highways because they **do not meet** federal motor vehicle safety standards (FMVSS), which require minimum levels of safety performance for motor vehicles and motor vehicle equipment. These vehicles typically do not have critical safety components like airbags, bumpers, roll bars, and tempered glass. In addition, NHTSA has issued guidance which indicates that these vehicles are intended mainly for off-road use, such as on college campuses, farms, and industrial plants.

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These vehicles **cannot be registered or titled by the RMV** as motor vehicles and cannot be operated on public ways.

Some examples of popular mini trucks (and many of them have van versions) that customers apply to register include:

- Honda Acty truck/van
- Daihatsu Hijet, Daihatsu Atrai
- Suzuki Carry, Suzuki Every
- Mitsubishi Minicab truck/van
- Mazda Porter Cab or Scrum
- Subaru Sambar truck/van
- Isuzu Mini Truck
- Nissan Clipper
- Toyota Lite Ace or Town Ace



Frequently Asked Questions (FAQs)

How do I identify these vehicles?

- They will have a non-standard VIN that is not 17 characters long, e.g., HA42035252
- Model year will be at least 25 years old
- First time registrants will have importation papers that will typically be in Japanese
- The brands are classified as kei vehicles, e.g., the ones listed above

What if a customer has registered these in the past and inquires why they cannot be registered now?

As the RMV becomes aware that one of these vehicles may have been registered, it will contact the owner and inform them accordingly.

Kei trucks and vans do not meet federal motor vehicle safety standards, which are essential for ensuring the safety of all vehicles on public roads and hence we are unable to register these vehicles. We need to prioritize the safety of all road users. We apologize for any inconvenience this may cause and appreciate customers' understanding.

Customers may continue to use these vehicles without registering them for off-road purposes, agricultural work, or on private property use where road safety standards do not apply.

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What should be listed on the Application Status Letter as the reason for denial?

The following should be listed on the *Application Status Letter*: “The National Highway Traffic and Safety Administration (NHTSA) indicates these vehicles are mainly for off road use and does **not** endorse the use of this vehicle on public highways because it **does not meet** U.S. safety standards.”

What if a customer wants to only title these vehicles to facilitate transfer of ownership?

Currently, we do not title these vehicles because they do not meet federal motor vehicle safety standards. Our policy applies to both registration and titling of these vehicles. Without a title, ownership cannot be transferred through the usual titling process.

We understand this may be inconvenient, but there may be other ways to transfer ownership. We recommend starting with a detailed bill of sale and seeking legal advice to ensure compliance with all necessary regulations.

June 28, 2024:

IMPORTANT – CVR/CDK Outage Update **RESOLVED on 7/3/2024******

Our RMV Service Centers are diligently working to process transactions for EVR locations affected by the CVR/CDK outage. We understand the challenges this outage has presented and appreciate your patience and cooperation.

We have made special considerations for locations impacted by the outage as follows

- **Transaction Guidelines:**
 - For **1 to 3** transactions, you can visit the Service Center as a walk-in customer and wait for your transactions to be completed.
 - For **4 or more** transactions, please drop them off at the Business to Business (B2B) counter and pick them up the following business day. We are prepared to demonstrate flexibility in cases where dropping off may not be an option.

Also, while vehicle registration transactions normally are not offered on Saturdays, the RMV service centers which are open on Saturdays have been processing registrations on behalf of impacted dealers.

Please note the following guidelines when visiting our Service Centers:

- **Patience and Process:** We ask that locations sending in a runner or dealer/agent representative be patient with the process, as our staff are also servicing other customers of the Commonwealth. All transactions are important and will be processed as quickly as possible.
- **No Additional Expedited Requests:** We are already expediting transactions according to the new guidelines to ensure efficiency. Please do not request additional expedited processing as it will disrupt the process and delay all transactions.

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Following these guidelines is essential to ensure efficiency. Not adhering to them will only result in further delays. Thank you for your understanding and cooperation during this time. We are committed to assisting you and ensuring a smooth process for all our customers.

June 21, 2024:

IMPORTANT – CVR Outage **RESOLVED on 7/3/2024******

Until the CVR outage is resolved, dealerships that use CVR as their Service Provider can visit an RMV Service Center to process registration-related transactions. Service Center Management is aware of the challenges of the CVR outage has presented the CVR dealers and are prepared to assist. Please follow the guidance below:

- 1 – 3 transactions, you can visit the Service Center as a walk-in customer and wait for transaction(s) to be completed
- 4 or more, we ask that you drop off the transactions at the Business to Business (B2B) counter and pick up the following business day

The Service Centers are prepared to demonstrate flexibility in those cases where dropping off may not be an option. If you have any questions, please contact your EVR Coordinator.

June 17, 2024:

RMV EVR Training Update - 2024 Low Plate Lottery

The 2024 RMV Low Plate Lottery begins on Monday, June 17, 2024 at 9:00 a.m. Customers can enter the plate lottery online at Mass.Gov/myRMV. The lottery is online submission only; there is no paper application available.

The deadline to enter the lottery is Friday, August 16, 2024 at 5:00 p.m.

This year there are 298 plates available for the low number plate lottery, including the following:

- Numbers only – two digits (e.g., 34)
- Numbers only - three digits (e.g., 255)
- Numbers only - four digits (e.g., 1912)
- One number and one letter (e.g., 2X)
- Two numbers and one letter (e.g., 33V)
- One letter and one number (e.g., B8)
- One letter and two numbers (e.g., Z88)

All lottery information will be posted to the RMV website at <https://www.mass.gov/info-details/2024-low-plate-lottery-rules-and-eligibility>.

The lottery plate drawing will be held on September 10, 2024 at 10 Park Plaza and will be streamed live. The time and link to watch the drawing live will be shared soon. In addition, applicants will be sent the livestream details via email. Lottery results will be posted on the RMV website.

Registry employees, temporary employees, contractors, and their spouses and family members are not eligible to enter the plate lottery.

Lottery Rules and Eligibility Requirements

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- Only one entry per applicant will be accepted, regardless of the number of active registrations the applicant has.
- An applicant must be a Massachusetts resident with a currently active, registered, and insured passenger vehicle.
- Companies/corporations may **not** apply.
- MassDOT (Registry of Motor Vehicles, Highway, Mass Transit, and Aeronautics) employees, including contract employees, and their immediate family members are not eligible. (“Immediate family member” refers to one’s parents, spouse, children, and brothers & sisters.) Individuals involved in the management of MassDOT divisions are also ineligible.
- Requests for specific plate numbers will not be honored. Eligible applicants will be considered for all plates listed. Plates will be awarded in the order in which they are listed on [Mass.Gov/RMV](https://www.mass.gov/rmv).
- An applicant’s registration and license cannot be in a non-renewal, suspended, or revoked status at the time of entry, the time of the drawing, or the time of the plate swap. As such, an applicant must not have any outstanding excise taxes, parking tickets, child support, warrants, or unpaid E-ZPass/Pay By Plate violations.
- Online entries must be completed by **August 16, 2024 at 5:00 p.m.**
- By law, lottery winners must be announced by **September 15, 2024**. Lottery results will be available on the RMV website: [Mass.Gov/RMV](https://www.mass.gov/rmv).
- All winners will be notified by the RMV in writing with instructions on how to transfer their current registration to their new lottery plate. Winners will have until **December 31, 2024** to swap their plates. **Plates will be registered to the winning applicant only.** Unclaimed plates will be forfeited after December 31st and awarded to the alternate winners.
- All plates remain the property of the RMV even after registration.
- All information received, including names of all applicants and the list of winners, is subject to release in accordance with the Massachusetts Public Records law.

June 14, 2024:

DRT-1 Form – Reminder

When the DRT-1 Form is Being Used as a Licensed Dealer Reassignment of Title

A DRT-1 Form is a Supplement Transfer Document and may only be used when Dealer Reassignments on the title are completed; this includes out of state (OOS) titles.

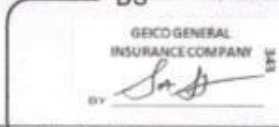
This is a secured document issued to your dealership and may not be shared with, or loaned to, anyone.

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May 23, 2024:
RMV EVR Training Update - DocuSigned RTA Forms

GEICO recently began utilizing DocuSign to electronically stamp the *Registration and Title Application* (RTA). These stamps have a partial frame around them with the letters “DS” at the top (see sample below).

DocuSign stamps are acceptable and comply with our [stamp acceptance specifications](#).

J. Purchase Information		J1. Purchase Date: 04/25/2024	J2. Is this vehicle being converted from another state with the same owner? If Yes, answer questions J3-J5 below <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
J3. MA Resident at Time of Purchase? <input type="checkbox"/> Yes <input type="checkbox"/> No	J4. Was Mass Sales Tax Previously Paid? <input type="checkbox"/> Yes <input type="checkbox"/> No		J5. Proof of Tax or Letter of Delivery provided? <input type="checkbox"/> Yes <input type="checkbox"/> No	
K. Insurance Information			<small>The company signatory hereto hereby certifies that it has or will insure or guarantee performance by the applicant herein before named with respect to the motor vehicle herein before described for a period at least coterminal with that of such registration under a motor vehicle liability policy, binder or bond which conforms to the provisions of general laws, Chapter 175, Section 113A, and that the premium charge and classification on the effective date of registration are as established by the commissioner of insurance under Chapter 175, Section 113B, 113H and Chapter 175E.</small>	
K1. Insurance Company GEICO General Insurance Company				
K2. Insurance Code 343	K3. Effective Date of Insurance 07/31/2023			
K4. Self Insured? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	K5. Policy Change Date 05/13/2024			
L. Seller Information				
			 Insurance Company's Authorized Representative's Signature	

May 14, 2024:
Title Processing – Reminder

EVR locations **CANNOT** process a transaction with a title that has been signed over to an insurance company (depending on the age of the vehicle, it must either go through the Salvage Title process or a new Reconstructed Title must be issued). These transactions must be sent to a Service Center for processing. You can find additional information [here](#) on EVR Title Processing.

May 3, 2024:
Incomplete RTA Forms

The RMV’s EVR Department is aware of the current situation with certain insurance companies sending dealerships incomplete RTA Forms. Please continue to not accept any incomplete RTA Forms that you receive until the company completes the RTA Form in accordance with RMV policy. Thank you!

May 2, 2024:
Inventory Orders – Reminder

Plan for the appropriate amount of shipping time when you place your inventory orders. Your inventory orders should be shipped within 7-10 days after your order is submitted.

Please DO NOT call the RMV Distribution Center to inquire on the status of your inventory order. You must call your Service Provider Help Line and they will send an inquiry to request tracking information or an order status, if necessary. Thank you!

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May 1, 2024:
Electric Vehicle Incentive

Important Notice to Massachusetts Dealers: The State Electric Vehicle Incentive is NOT a Tax Credit.

This message is being sent on behalf of the Massachusetts Department of Energy Resources (DOER), which oversees the statewide electric vehicle incentive program, known as MOR-EV.

It has come to DOER's attention that there has been confusion regarding the nature of MOR-EV funding, which is available for new and used all-electric vehicles.

IMPORTANT: The MOR-EV incentive is NOT a tax credit; it is only available as a direct rebate and cannot be claimed when filing a state tax return.

As you interact with customers daily, we kindly request your assistance in sharing this reminder: **The MOR-EV rebate is not a tax credit. It must either be provided by a participating dealer at the time of the transaction or applied for by the consumer within ninety (90) days of purchase or lease.**

For more information on the MOR-EV program, including how to become a participating dealer that can offer this rebate to customers at your dealership, visit [MOR-EV.org](https://www.mor-ev.org).

For general questions, call 1-866-900-4223 or email mor-ev@energycenter.org.

April 22, 2024:
EVR Authorization Forms - Reminder

There is a new version of the EVR Department's Request for Reauthorization form available online: [Request for Re-Authorization Form](#) (the new form shows the current form version in the bottom right-hand corner of EVR104_0324).

Effective **April 1, 2024***, the EVR Department only accepts the new version of the Reauthorization Form via email for processing, as stated on the form. Send the form/request to: MassDOTEVRreauths@dot.state.ma.us.

***NOTE: The EVR Department Fax Number is longer in service as of 4/1/2024.**

April 1, 2024:
[Business Partner Website Migration to Mass.gov Communication](#)

March 29, 2024:
[Lease Buyout Advisory Communication](#)
[Lease Buyout Advisory Questions and Answers \(Q&As\)](#)

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March 18, 2024:

EVR Authorization Forms

There is a new version of the EVR Department's Request for Reauthorization form available online: Request for [Re-Authorization Form](#) (the new form shows the current form version in the bottom right-hand corner of EVR104_0324).

Starting on **April 1, 2024***, the EVR Department will only accept the new version of the Reauthorization Form via email for processing, as stated on the form. Send the form/request to: MassDOTEVRreauths@dot.state.ma.us.

***NOTE: The EVR Department Fax Number will no longer be in service as of 4/1/2024.**

March 11, 2024:

Document Scanning Policy - Reminder

The Document Scanning Standard is: Color, 300DPI, two sided, in PDF format. All documents scanned into your transaction MUST meet the Document Scanning Standard set forth by the RMV to be compliant with the EVR Permit Terms. All scans MUST be legible. There are no exceptions to these scanning standards. If you are being contacted by your EVR Compliance Officer because your scans do not meet the standard and/or are illegible, you must immediately resolve this with your scanning equipment and software interface before any additional EVR processing is done. If your location has ongoing issues with the standard scanning requirement and illegible documents, you will risk removal from the EVR Program.

February 16, 2024:

RMV EVR Training Update – Vermont Title Changes – Revised - February 16, 2024

On January 1, 2024, Vermont changed their title law to title all vehicles and trailers regardless of age. This was described in the training update titled "Rhode Island and Vermont Title Changes" dated January 10. However, due to a statute change, Vermont only has **rescinded their change and has reverted to the previous title law**. Rhode Island's change is still in effect.

Any vehicle that is 2009 or older will only be required to submit a bill of sale to obtain a Vermont registration. Vermont will NOT be titling these vehicles at this time.

February 12, 2024:

EVR Policy - Reminder

All Individual EVR Participants (IEPs) who process a transaction on EVR are required to write their **first initial** and **full last name** LEGIBLY in the upper right-hand corner of the RMV Application being used and scanned (e.g., RTA Form, Duplicate Title Application, etc.) into the transaction they are processing. This is required for any transaction that is processed on EVR.

January 18, 2024:

Non-Resident Short-Term Registration Expiration Date Change

[Non-Resident Short-Term Registration Expiration Date Change Communication](#)

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January 17, 2024:

RMV EVR Training Update – Non-Resident Short-Term Registration Expiration Date Change

Non-Resident Short-Term Registrations are available to out-of-state residents purchasing a motor vehicle (NOT including trailers or mopeds) from a dealer in Massachusetts. These registrations were originally valid for 9 days from the transaction date. **Effective January 18, Non-Resident Short-Term Registrations issued January 18 or later will be valid for 15 days from the transaction date.** Non-Resident Short-Term Registrations issued January 17 or earlier will still be valid for 9 days from the transaction date.

Customers are issued a Registration Certificate and a paper temporary plate inserted into a plastic sleeve. These plates can ONLY be used for transporting a vehicle back to the customer's home state; they cannot be used for commercial purposes (including the transportation of passengers, goods, wares, and merchandise).

January 10, 2024:

RMV EVR Training Update - Rhode Island and Vermont Title Changes

Effective January 1, 2024, Rhode Island and Vermont both made changes to their title laws.

Rhode Island

Rhode Island will title ALL VEHICLES and ALL TRAILERS (with a GVWR of 3,001 lbs. or more), regardless of model year, upon payment of sales tax and/or registration.

Other Title Changes

Rhode Island also made the following changes that will not affect the MA RMV:

- ALL VEHICLES and ALL TRAILERS (with a GVWR of 3,001 lbs. or more) coming into Rhode Island from out of state, regardless of model year, require a VIN Inspection from a local municipal police department.
- If an out of state vehicle or trailer is being registered in Rhode Island, and the state from which it is coming is a state that required a title for that vehicle or trailer, that title MUST be in the name of the seller, properly assigned to the buyer, and be presented, along with VIN Inspection, at the time of sales tax payment or registration at the RI DMV.
- If an out of state vehicle or trailer is being registered in Rhode Island, and the state from which it is coming is a state that did not require a title for that vehicle or trailer, a valid proof of ownership (e.g., old registration, or paid sales tax form) in the name of the seller must be presented, along with a VIN Inspection, at the time of sales tax payment or registration at the RI DMV.

Vermont

Previously, Vermont only titled vehicles and trailers that are 15 years old or newer based on the calendar year (with some exceptions). Vermont will now title ALL VEHICLES AND TRAILERS regardless of age, with the following exceptions (which remain unchanged):

- Motorcycles powered by electricity with less than 20 kilowatts of engine power

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- Motorcycles with an engine size smaller than 300 ccs
- Motor-driven cycles
- Track Vehicles (Title optional)
- Tractors with a loaded weight of 6,099 lbs. or less
- Trailers with an empty weight of 1,500 lbs. or less
- Vehicles or vessels regularly engaged in the interstate transportation of persons or property for which a current Certificate of Title has been issued in another state