



Messages of the Day (MOTDs) – 2024 - 2025

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December 5, 2025:

RMV EVR Training Update – Massachusetts Sales Tax Receipts for Out-of-State Residents

NOTE: The Sales Tax and Registration Receipt will begin printing on December 17, 2025. The current version will still be printed until then.

When an out-of-state resident purchases a motor vehicle from a Massachusetts dealer and takes delivery in Massachusetts, they can be issued a temporary Massachusetts registration for 15 days to enable them to drive the vehicle back to their home state for permanent registration. As part of this process, the customer is required to pay the applicable Massachusetts sales tax at the time of purchase.

The Massachusetts Department of Revenue (DOR) has confirmed that the **sales tax receipt issued by the RMV is sufficient documentation of sales tax payment**. DOR does **not** require the issuance of Form ST-7R (*Motor Vehicle Certificate of Payment of Sales or Use Tax*) in these circumstances.

Changes have been made to the RMV-issued *Sales Tax and Registration Receipt* (see sample on next page) to provide greater clarity that sales tax has been paid. Therefore, when an out-of-state resident presents a *Sales Tax and Registration Receipt* during registration, it must be accepted as valid proof that Massachusetts sales tax has been paid. Notifications have been issued to neighboring states to ensure awareness.

November 21, 2025:

RMV EVR Training Update – Updated New Jersey Title Stock

The New Jersey Motor Vehicle Commission (NJMVC) is implementing the following color and watermark updates to their vehicle title stock paper to more easily verify the authenticity of vehicle titles and reduce the risk of fraud.

- Beginning **October 1, 2025**, titles branded as “**SALVAGE**” or “**JUNK**” include watermarks. Salvage titles remain on purple paper, and junk titles on brown paper.
- Starting **January 1, 2026**, all **standard and salvage titles** will transition to **green paper**, while **junk titles** will continue on brown paper. Watermarks will remain a consistent security feature across both branded types.

All versions of New Jersey titles are valid if the issue date aligns with the watermark and stock paper used at that time.

Review the following for images of the previous, current, and final versions of the title paper.

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Sample New Jersey Title Images:



October 29, 2025:

RMV EVR Training Update – No Excise Tax for Non-Resident Short-Term Registrations - Reminder

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 are valid for 15 days from the transaction date.

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Excise tax is not charged for these registrations because the customers are not Massachusetts residents. ATLAS has been updated to not charge excise tax. All relevant documents and the RMV website have also been updated.

October 16, 2025:

RMV EVR Training Update – Other States’ Title Exemption Policies

Some states have title exemption policies based on a vehicle’s age. When registering and titling a vehicle from another state in Massachusetts, the out of state registration may serve as proof of ownership - provided the vehicle was exempt from title requirements in its previous state.

Please refer to the chart below to determine when a registration is acceptable as proof of ownership.

NOTE: If “None” is listed for the state, there are no exemptions, and a title must be provided.

State	Title Exemption Policy
AK	None
AL	Vehicles over 35 model years old, and trailers over 20 model years old are exempt.
AR	None
AZ	None
CA	None
CO	None
CT	Vehicles over 20 years old are exempt. The owner can request a title, but will be charged fees.
DC	None
DE	None
FL	Vehicles with a model year of 2011 or newer are exempt after 20 years. Vehicles with a model year of 2010 or older are exempt after 10 years.
GA	Vehicles with a model year of 1962 or older are exempt.
HI	None
IA	None
ID	None
IL	None
IN	None
KS	None
KY	None
LA	None
MD	None
ME	Vehicles that are 25 model years and newer are required to have a title. As of January 1, 2024, vehicles that are 1998 model year and older are exempt.
MI	None
MN	None
MO	None
MS	None
MT	None

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NC	None
ND	None
NE	None
NH	Vehicles that have a model year of 1999 and older are exempt. The owner can request a title.
NJ	None
NM	None
NV	None
NY	Vehicles with a model year of 1972 or older are exempt.
OH	None
OK	None
OR	None
RI	Effective January 1, 2024, ALL vehicles are titled, including model years 2000 and older previously registered under the old law.
SC	None
SD	None
TN	None
TX	None
UT	None
VA	None
VT	Vermont title law changed on July 1, 2024. There are no age exemptions.
WA	None
WI	None
WV	None
WY	None

Liens

Out of state vehicles exempt from titles don't generally have liens, as they are usually older vehicles at least 15-20 years old. If a vehicle does have a lien listed on the *Registration and Title Application* (RTA) and a registration was submitted, it would go through the memorandum process, which will show that there is no out of state title to collect.

For more information on out of state titles held by lienholders, see the training update "Out of State Titles – Revised," dated October 2, 2025.

October 2, 2025:

RMV EVR Training Update – Out-of-State (OOS) Temporary Registration Updates – Revised

When a customer is unable to produce their current Out of State Title because it is held by a lienholder, they must present the current Out of State Registration Certificate **and any one** of the following supporting documents to accompany a Registration and Title Application (RTA):

- A photocopy of the current Out of State Title showing proof of security interest or lien
- A photocopy of the Security Agreement (also known as "security contract" or "loan

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agreement")

- A print-out of owner information from an out of state Motor Vehicle Agency dated within 30 calendar days

For leased vehicles, a Power of Attorney (if the lessee is signing documents on behalf of the leasing company) is required **in addition** to the RTA and one of the above documents. The documents presented must list all owners.

NOTE: Out of State Titles are sometimes sent in error to the Title Division at RMV Quincy Headquarters by lienholders. When this occurs, the title can **only** be returned to the sender; it **cannot** be mailed to a customer. If the owner is a leasing company, the title will be mailed back to the leasing company and cannot be sent to the lessee.

Exceptions – Original Title Required

This policy does not apply to the following. The original title is required.

- Vehicles titled in the following states, which issue a title to the owner even when a lien exists:
 - Kentucky
 - Maryland
 - Minnesota
 - Missouri
 - Montana
 - New York
- Transactions that result in a change of ownership, such as addition or removal of an owner, lienholder, or security interest, will require the title document to be submitted with proof of loan satisfaction. The current change of ownership process must be followed.

September 10, 2025:

RMV EVR Training Update – Out-of-State (OOS) Temporary Registration Updates

When an out-of-state resident purchases a motor vehicle from a Massachusetts dealer, they can be issued a temporary Massachusetts registration which is valid for 15 days to enable them to drive the vehicle back to their home state to register the vehicle there.

Effective immediately (due to a law change in April 2023), on a reciprocal basis, Massachusetts will honor temporary out-of-state registrations, including ones issued to Massachusetts residents.

NOTE: Normal registration transactions will continue to be processed the same as they currently are.

All the following conditions must be met:

1. The registration is temporary. Massachusetts residents can use these temporary registrations to transport vehicles back to Massachusetts but will need to register and

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- title their vehicles in Massachusetts.
2. The vehicle properly displays the temporary registration in accordance with [Section 6 of Chapter 90](#).
 3. The vehicle carries motor vehicle liability insurance in an amount equal to or greater than the minimum limits set forth in [Section 34A of Chapter 90 of the General Laws](#).
 4. The vehicle carries property damage insurance in an amount equal to or greater than the minimum limit set forth in [Section 34O of Chapter 90 of the General Laws](#).
 5. Proof of insurance, meeting the minimum limits above, is kept in the vehicle at all times while operating on a temporary registration.

We have notified neighboring state Department of Motor Vehicles (DMVs) of this change and will be providing them with a [Massachusetts Buyer Reminder Sheet](#) to distribute to their dealer networks. This will help ensure that Massachusetts residents purchasing vehicles out-of-state are aware of the rules they must follow when driving the vehicle back on a temporary registration.

August 28, 2025:

EVR System Access Re-Authorization

Effective **Monday, September 1, 2025**, the length of time when an Individual EVR Participant's (IEP's)/Authorized User's ATLAS system access through your Service Provider program will be deactivated due to non-use (and will require re-authorization) will change from 30 to 90 days.

As a result, the requirement for EVR IEPs to attend the two-day New User Class Training Class to re-activate their password will increase from 90 to 120 days of system non-use.

Any related documentation on the [EVR Program Documents](#) page will be updated to reflect this change. In addition, the [EVR Request for Re-Authorization Form](#) will be updated accordingly.

August 14, 2025:

RMV EVR Training Update – Out-of-State Titles with Notary Stamps

Many states require notarization when reassigning their Certificate of Title (see examples on following pages). Out-of-state titles with notary stamps are acceptable and the RMV does **NOT** require a copy of the customer's license. The customer would have already provided their identification to the notary when they got the title notarized.

The following states require notarization if registering in that state. Massachusetts does **not** require the notarization section to be completed on out-of-state titles if a Massachusetts resident purchases a vehicle with an out-of-state title and will accept them without it at time of registration.

- Alaska
- Arizona
- Hawaii
- Kentucky
- Louisiana
- Mississippi
- Montana

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- Nevada
- North Carolina
- Ohio
- Oklahoma
- Pennsylvania
- Washington
- Wyoming

Sample Arizona Title:

Federal and State law require that the seller states the vehicle mileage upon transfer of ownership. Failure to complete the odometer statement, or providing a false statement, may result in fines and/or imprisonment. The buyer has **15 business days** to apply for a new vehicle title in order to avoid penalty charges, whether or not the vehicle is being used. This time period is subject to legislative change.

TRANSFER OF OWNERSHIP _____ Seller must complete this section and give title to the new owner. _____

Buyer Name (printed) _____ Sale Date _____

Street Address _____ City _____ State _____ Zip _____

New Lienholder Driver License or EIN: New Lienholder Name and Street Address (if no lien, write NONE) _____ Lien Date _____

Odometer Reading (in terms) ☐ miles ☐ kilometers ☐ Mileage in excess of the odometer mechanical limits. ☐ NOT Actual Mileage, WARNING – ODOMETER DISCREPANCY.

I certify to the best of my knowledge that the odometer reading is the actual mileage unless one of the boxes above is checked.

Seller Name (printed) _____ Seller Signature _____

Street Address _____ City _____ State _____ Zip _____

Notary Public or MUD Agent Signature _____

← NOTARIZE →

I am aware of the above odometer certification made by the seller.

Buyer Name (printed) _____ Buyer Signature _____

DEALER REASSIGNMENT _____

Buyer Name (printed) _____ Sale Date _____

Street Address _____ City _____ State _____ Zip _____

New Lienholder Driver License or EIN: New Lienholder Name and Street Address (if no lien, write NONE) _____ Lien Date _____

Odometer Reading (in terms) ☐ miles ☐ kilometers ☐ Mileage in excess of the odometer mechanical limits. ☐ NOT Actual Mileage, WARNING – ODOMETER DISCREPANCY.

I certify to the best of my knowledge that the odometer reading is the actual mileage unless one of the boxes above is checked.

Dealership Name _____ Dealer Number _____ Agent Name _____ Agent Signature _____

I am aware of the above odometer certification made by the seller.

Buyer Name (printed) _____ Buyer Signature _____

DEALER REASSIGNMENT _____

Buyer Name (printed) _____ Sale Date _____

Street Address _____ City _____ State _____ Zip _____

New Lienholder Driver License or EIN: New Lienholder Name and Street Address (if no lien, write NONE) _____ Lien Date _____

Odometer Reading (in terms) ☐ miles ☐ kilometers ☐ Mileage in excess of the odometer mechanical limits. ☐ NOT Actual Mileage, WARNING – ODOMETER DISCREPANCY.

I certify to the best of my knowledge that the odometer reading is the actual mileage unless one of the boxes above is checked.

Dealership Name _____ Dealer Number _____ Agent Name _____ Agent Signature _____

I am aware of the above odometer certification made by the seller.

Buyer Name (printed) _____ Buyer Signature _____

DEALER REASSIGNMENT _____

Buyer Name (printed) _____ Sale Date _____

Street Address _____ City _____ State _____ Zip _____

New Lienholder Driver License or EIN: New Lienholder Name and Street Address (if no lien, write NONE) _____ Lien Date _____

Odometer Reading (in terms) ☐ miles ☐ kilometers ☐ Mileage in excess of the odometer mechanical limits. ☐ NOT Actual Mileage, WARNING – ODOMETER DISCREPANCY.

I certify to the best of my knowledge that the odometer reading is the actual mileage unless one of the boxes above is checked.

Dealership Name _____ Dealer Number _____ Agent Name _____ Agent Signature _____

I am aware of the above odometer certification made by the seller.

Buyer Name (printed) _____ Buyer Signature _____

No Additional Reassignments Permitted _____ Last Buyer Must Apply For Title _____ Void If Altered Or Erased _____

An invoice is an issuing agent viewed as a vehicle used by the Portuguese wine board or wine manufacturers. Dealers and importers may write a person's signature in lieu of notations.

08/14/2000

August 12, 2025:

RMV EVR Training Update – Massachusetts 250 Plate Delivery Delay

Due to overwhelming demand, there is a delay in the delivery of Massachusetts 250 special plates. These plates should be delivered to customers in the mail within 8-10 weeks.

Please inform customers who order Massachusetts 250 plates of this delay.

The online transaction for Massachusetts 250 plates will soon be updated to let customers know about this delay. An email has also been sent to customers who recently ordered these plates.

NOTE: Customers who don't have existing plates will be given temporary plates. They can renew these temporary plates online if they expire before the Massachusetts 250 plates are delivered.

July 18, 2025:

RMV EVR Training Update – Missing Tennessee Title Documents

Tennessee has reported that blank, unassigned certificate of title stock is missing from their inventory.

Please be on the lookout for any Tennessee titles with control numbers in the following ranges (located on the bottom left of the title):

- 45220901 through 45221400
- 45221401 through 45221900
- 45221901 through 45222400

If you believe you've been presented with one of these titles, call the Service Provider Help Desk.

[illegible]

July 17, 2025:

RMV EVR Training Update – Vanity Plate Requirements Change

Effective immediately, the vanity plate requirements have changed to include the following:

- Vanity plates must not reference criminal conduct, including but not limited to acts of violence, motor vehicle crimes, or crimes related to use of alcohol, drugs, illegal substances, or weapons.
- Vanity plates must not be an expression of hate, contempt, or ridicule against an individual or group.

Complete List of Vanity Plate Requirements

The complete list of requirements for all vanity plates is as follows:

1. Must comply with the following readability standards:
 - a) Must start with at least two letters.
 - b) Passenger, Camper, Livery, Bus, and Commercial vanity plates may contain a maximum of six characters (letters or numbers) and a minimum of two characters. Vanity plates for antique vehicles may contain a maximum of four characters and a minimum of two characters. Motorcycle vanity plates may contain a maximum of five characters and a minimum of two characters.
 - c) Numbers cannot be used in the middle of a plate; they must come at the end. For example, AAA222 would be an acceptable Passenger vanity plate; AAA22A would not be acceptable. The first number used cannot be a “0.”
 - d) No periods, spaces, or punctuation marks are allowed.
2. Must not be a duplicate of a plate that is already issued
3. Must not suggest a vulgarity or profanity including a swear or curse word, or a term not usually displayed in the community for general viewing
4. Must not be obscene or otherwise contain material of sexual suggestiveness in that it refers to a sexual body part, a sex act, or the availability for sex
5. Must not include an expression of “fighting words” that the RMV reasonably believes would incite or provoke violence or other immediate breach of peace
6. Must not reference criminal conduct, including but not limited to acts of violence, motor vehicle crimes, or crimes related to use of alcohol, drugs, illegal substances, or weapons
7. Must not be an expression of hate, contempt, or ridicule against an individual or group

Revised Application, Online Transaction, and Plates Manual

The *Request for Vanity Plates for Businesses* application (REG104) and the *Passenger Plates Manual* (REG202) have been revised to reflect the new requirements; both have a date of 0725 in the bottom right corner and are available online. Please begin using the new versions immediately.

The online transaction for individuals to request vanity plates will soon be revised with the new requirements.

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NOTE: The *Request for Vanity Plates for Businesses* application can ONLY be used by businesses. Individual applicants MUST request vanity plates online; the online transaction can ONLY be used by individuals.

June 24, 2025:

Electric Vehicle (EV) Plate Orders

Due to unforeseen manufacturing issues with our vendor, the RMV warehouse is currently experiencing a delay in fulfilling orders for Electric Vehicle (EV) plates.

If you need to process a plate for an Electric or Hybrid Vehicle, please contact your Compliance Officer or the EVR Department at MassDOTEVRDept@dot.state.ma.us for further assistance and next steps.

Thank you for your patience and understanding as we work to resolve this matter.

June 13, 2025:

RMV EVR Training Update - 2025 Low Plate Lottery

The 2025 RMV Low Plate Lottery begins on Monday, June 16, 2025 at 9:00 a.m. Customers can enter the plate lottery online at [Mass.Gov/MyRMV](https://www.mass.gov/myrmv). The lottery is online submission only; there is no paper application available.

The deadline to enter the lottery is Friday, August 15, 2025 at 5:00 p.m.

This year there are 283 plates available for the low number plate lottery, including the following:

- Numbers only – two digits (e.g., 42)
- Numbers only - three digits (e.g., 108)
- Numbers only - four digits (e.g., 1997)
- Two numbers and one letter (e.g., 12K)
- One letter and one number (e.g., X8)
- One letter and two numbers (e.g., A78)

All lottery information will be posted on the morning of June 16 to the RMV website at [Mass.Gov/lowplatelottery](https://www.mass.gov/lowplatelottery).

The lottery plate drawing will be held on Wednesday, September 3, 2025 at 1:00 p.m. 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

- Only one entry per applicant will be accepted, regardless of the number of active

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registrations the applicant has.

- An applicant must be a Massachusetts resident with a Massachusetts driver's license or ID card in good standing and 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 and 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, Massachusetts driver's license, or ID card 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-Z Pass/Pay by Plate violations.
- Online entries must be completed by **August 15, 2025 at 5:00 p.m.**
- By law, lottery winners must be announced by **September 15, 2025**. 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, 2025** to swap their plates. **Plates will be registered to the winning applicant only.** Unclaimed plates will be forfeited after December 31, 2025 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 5, 2025:

RMV EVR Training Update – Electric Vehicle Plates Incorrectly Manufactured with Letter "O"

Approximately 1,300 Electric Vehicle (VE prefix) plates were recently manufactured and distributed with the letter "O" where it should have been the number "0." As a result, these customers' physical plates do not match their vehicle registration number.

Replacement plates have been manufactured and will soon be sent to all affected customers at no cost, along with a letter explaining the situation. The letter instructs customers to replace their current plate with the new one as soon as they receive it.

Customers affected by this do have a valid registration despite the incorrect plates and law enforcement has been informed of this situation.

May 21, 2025:

RMV EVR Training Update – New Special Plate – Massachusetts 250 Years of Independence

The Massachusetts 250 Years of Independence plate is a two-year passenger special plate. Proceeds from this plate go to the Massachusetts general fund. Massachusetts 250 Years of Independence plates will be centrally distributed and customers who order them in service centers and EVR locations will receive a temporary plate while the permanent plates are mailed to them. In addition, the Massachusetts 250 Years of Independence plate is available for order on the RMV's website (Mass.Gov/RMV).

The [Passenger Plates Manual](#) has been updated to include this plate.



Plate Design

Overdose The Massachusetts 250 Years of Independence plate is blue and features the year 1776 surrounded by 13 stars and the words “250 Years of Independence” at the bottom of the plate.

Fees

The total fee for the Massachusetts 250 Years of Independence plate is \$100 (\$60 registration fee plus \$40 special plate fee). The full special plate fee goes to the general fund (both at issuance and renewal).

Renewal

The plates need to be renewed every two years.

Plate Type

Massachusetts 250 Years of Independence plates have the plate type “250 Years of Independence” in ATLAS. The use type is “personal.”

Example: MA1234, MA123A, MA12AB

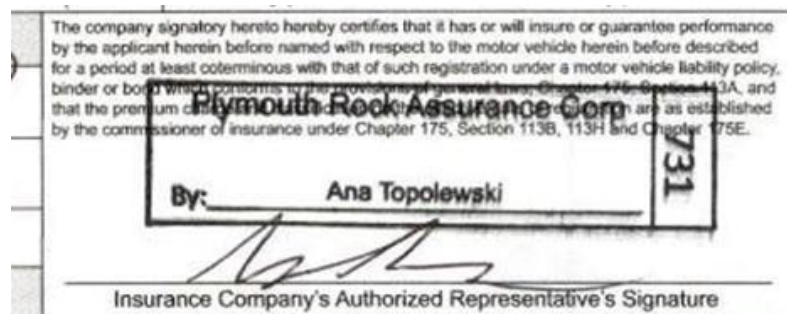
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The plate color code in ATLAS is “V” for variable.

May 9, 2025:

RMV EVR Training Update – New Special Plate – Compromised Plymouth Rock Insurance Stamp

The Plymouth Rock Assurance Corp. insurance stamp issued to Ana Topolewski has been reported as compromised. Effective May 12, 2025, this stamp must no longer be accepted.



A new stamp was issued with her name appearing as Ana **M.** Topolewski; it will have the same stamp number/insurance code of 731. This stamp can be accepted.

If an RTA with the compromised stamp is submitted after May 12, scan all the paperwork and reject the transaction. Inform the customer it is due to an invalid insurance stamp and that they need to get a new stamped RTA from Plymouth Rock. Give the customer an Application Status Letter with “invalid insurance stamp” as the reason for rejection.

May 7, 2025:

RMV EVR Training Update – New Special Plate – Overdose Awareness

The Overdose Awareness plate is a two-year passenger special plate. Proceeds from this plate will fund TEAM SHARING Inc., which provides support and friendship to grieving families while working to raise awareness of Substance Use Disorder and its impact on our communities. All pre-ordered plates have been delivered to the Special Plates Department at RMV Quincy Headquarters (see Pre-Ordered Plates section on the next page). After the pre-ordered plates have been distributed, Overdose Awareness plates will be centrally distributed and customers who order them in service centers and EVR locations will receive a temporary plate while the permanent plates are mailed to them. In addition, the Overdose Awareness plate is available for order on the RMV’s website ([Mass.Gov/RMV](https://www.mass.gov/rmv)).

The [Passenger Plates Manual](#) has been updated to include this plate.



Plate Design

The Overdose Awareness plate features an image of a purple ribbon with angel wings and a halo and the words “Overdose Awareness” at the bottom of the plate.

Fees

The total fee for the Overdose Awareness plate is \$100 (\$60 registration fee plus \$40 special plate fee). The special plate fee disbursement is as follows.

- \$28.00 goes to TEAM SHARING
- \$12.00 goes to MassDOT for manufacturing the plate

Upon renewal, the full \$40.00 special plate fee goes to TEAM SHARING.

Renewal

The plates need to be renewed every two years.

Plate Type

Overdose Awareness plates have the plate type “Overdose Awareness” in ATLAS. The use type is “personal.”

Example: OA1234, OA123A, OA12AB

Pre-Ordered Plates

Many customers have already pre-ordered Overdose Awareness plates. These plates have been shipped to the Special Plates Department and letters will soon be mailed to these customers instructing them to call Special Plates to process the plate swap.

The customer or their insurance company will need to fax a completed Registration and

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Title Application (RTA) to the Special Plates Department's secure eFax line (617-507-8303) to process the transaction. If an insurance stamp is required, the RTA must be stamped by their insurance company. The customer can either pay by credit card over the phone or an email payment link can be sent to them. Once the payment has been processed, the plates, along with the registration and decal, will be mailed to the customer.

May 6, 2025:

RMV EVR Training Update – \$25 Registration Gift Transfer Fee

Customers registering vehicles as gifts using the Department of Revenue (DOR) [Form MVU-24](#) (*Affidavit in Support of a Claim for Exemption from Sales or Use Tax for a Motor Vehicle Transferred as a Gift*) are exempt from Massachusetts sales tax. However, they do have to pay a non-refundable \$25 registration gift transfer fee.

When registering these vehicles, please inform customers of this fee and that it is non-refundable.

NOTES:

- If the transaction is reversed, the \$25 fee will NOT be refunded.
- If the gift form does not meet the criteria for a gift, the vehicle will be subject to sales tax.

The [RMV Schedule of Fees](#) will be revised soon to indicate that this fee is non-refundable.

May 1, 2025:

RMV EVR Training Update – Redesigned Protect and Serve Plates – Revised

Beginning immediately, a redesigned version of the Protect and Serve special plate will be available on the RMV website (www.mass.gov/rmv) and can be ordered through RMV Service Centers. The new plate design features an American flag and a blue police ribbon.

The plate numbering will continue from the previous design; no plate numbers will be duplicated.

The fee for the redesigned plate will remain the same (\$60 registration fee, plus \$40 special plate fee). The special plate fee will still benefit the State Police Association of Massachusetts.

The previous design Protect and Serve plates will no longer be issued as new plates but will continue to be issued as replacement plates. All previous design plates will remain valid.

The [Passenger Plates Manual](#) will be updated online with this redesigned plate.



Switching from the Previous Design to the New Design

Customers who have the previous design can get the new design by requesting new plates with a new number.

If a customer requests a plate swap, he/she will be issued redesigned plates with a different number than the previous plates and will receive them by mail within ten (10) business days. ATLAS will calculate the registration and special plate fees based on the previous plate type and expiration date.

- The special plate fee is required for plate swaps if it has not previously been paid within the existing registration period.
 - When swapping from previous Protect and Serve plates to the redesigned Protect and Serve plates, if the special plate fee was collected when the plates were last renewed, an additional special plate fee is not required. In this case, the special plate fee should be overridden.
 - If the registration extends beyond the original expiration date, the special plate fee must be paid for the extended period.
 - If swapping from a different plate (non-Protect and Serve) to a redesigned Protect and Serve plate, the special plate fee is required.

April 15, 2025:

New EVR Document Renewal Process

The RMV has implemented a new process for document renewals and other documents required for maintaining access to the RMV records and data and communicating to us using a Community Portal.

Important notes about the RMV's Community Portal.

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- Starting with this renewal, any documents you submit will be available in the portal for future reference.
- The status of requests and messages sent to the RMV will be displayed in the portal.
- Access to RMV Records and Data is not changing, just the way the RMV receives documents and communications.

You should have already received your credentials to log into the Community Portal. However, we will send them to you again if you have never used the RMV's Community Portal. For new credentials only, you will be receiving an email from "Massdot.donotreply@dot.state.ma.us." The email Subject is: "Secure Login Information for RMV Community Portal." This email will provide you with security credentials and instructions to access the RMV's Community Portal.

Once you create your password, you will need to:

1. Click the [RMV's Community Portal](#).
2. Select My Business & Program.
3. The Access Agreement will show as a pending document. Complete online as soon as possible.
4. Next, click on the EVR business. Complete online.
5. Once completed, the document will be sent for signature using Adobe Sign. The person designated to sign will receive the email to Review and Sign, or if you received the email and are not the Authorized Signer of official document, use the delegate (do not forward) to the appropriate person for signature.

If you are no longer the contact person for this business, please email RMVBusinessPartners@dot.state.ma.us to let us know the new contact. If you are the contact and would like to update/add contacts please update via the [RMV's Community Portal](#).

April 15, 2025:

ATLAS PO Box Address Restriction

Effective April 10, 2025, a new stopper was added to ATLAS to prevent PO Boxes from being entered as a residential address (for individuals), or a physical address (for businesses).

An error message will display saying "PO boxes cannot be used as a primary address" and a street address must be entered.

April 15, 2025:

RMV EVR Training Update – New Special Plate – Zoo New England

The Zoo New England plate is a two-year passenger special plate. Proceeds from this plate will fund Zoo New England's conservation programs to save wildlife and wild places in Massachusetts. All pre-ordered plates have been delivered to the Special Plates Department at RMV Quincy Headquarters (see Pre-Ordered Plates section on the next page). After the pre-ordered plates have been distributed, Zoo New England plates will be centrally distributed and customers who order them in service centers and EVR locations will receive a temporary plate while the permanent plates are mailed to them. In addition, the Zoo New England plate is available for order on the RMV's website ([Mass.Gov/RMV](https://www.mass.gov/rmv)).

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The [Passenger Plates Manual](#) will soon be updated to include this plate.



Plate Design

The Zoo New England plate features an image of a gorilla and the words “Zoo New England” at the bottom of the plate.

Fees

The total fee for the Zoo New England plate is \$100 (\$60 registration fee plus \$40 special plate fee). The special plate fee disbursement is as follows.

- \$28.00 goes to Zoo New England
- \$12.00 goes to MassDOT for manufacturing the plate

Upon renewal, the full \$40.00 special plate fee goes to Zoo New England.

Renewal

The plates need to be renewed every two years.

Plate Type

Zoo New England plates have the plate type “Zoo New England” in ATLAS. The use type is “personal”.

Example: ZN1234, ZN123A, ZN12AB

Pre-Ordered Plates

Many customers have already pre-ordered Zoo New England plates. These plates have been shipped to the Special Plates Department and letters will soon be mailed to these customers instructing them to call Special Plates to process the plate swap.

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The customer will need to mail or email a completed Registration and Title Application (RTA) to the Special Plates Department to process the transaction. If an insurance stamp is required, the RTA must be stamped by their insurance company. The customer can either pay by credit card over the phone or an email payment link can be sent to them. Once the payment has been processed, the plates, along with the registration and decal, will be mailed to the customer.

February 25, 2025:

Plate Inventory Reorder Point – Temporary Plates

For authorized EVR locations maintaining plate inventory, a reorder point of 20% of the monthly average plate issuance per plate type must be maintained. (Typically, a reorder point of 20% is achieved when the last available plate box is opened.)

Temporary plates are **ONLY** to be issued for special or eligible plate orders. They are **NOT** to be used for plate types that should be available in existing inventory stock **unless explicit permission is granted by the RMV.**

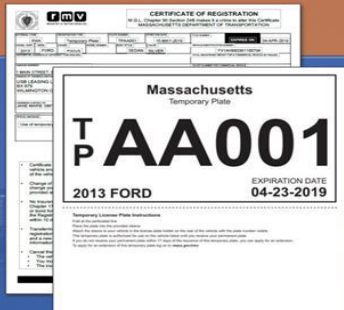
The following chart details the plates EVR locations must maintain in their on-hand inventory.

Plate Type Description	Plate Code
Commercial	CON
Electric Vehicle	EV
Livery Normal	LVN
Motorcycle Normal	MCN
Passenger Normal Red	PAN
Trailer	TRN

Temporary Plates

- ▶ Printed on 8.5 x 11-inch paper
- ▶ Temp Plate **MUST** be mounted in the vehicle's rear plate holder with the plate number visible
 - ▶ **CANNOT** be affixed to the vehicle's window
- ▶ Instructions for displaying and renewing are on the Temp Plate

Temporary Plates are **ONLY** for Special or Eligible Plate orders. They **CANNOT** be issued for plate types that can be in your inventory stock.



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February 18, 2025:

RMV EVR Training Update – Revised Certificate of Title Stock

The back of the Certificate of Title has been revised with new legal language (see sample on next page). The new title stock will be used as the current stock is depleted.

The new title stock will have a control number that is continuous with the current stock and all security features will remain unchanged.

All previously issued Certificates of Title will remain valid.

Revised Language on Back of the Certificate of Title

The following changes were made to the back of the Certificate of Title:

- The instructions under the “Assignment of Certificate of Title by Owner” section now read:


“With exception to vehicles referred to in 90D Section 2, purchaser must make application for title within 10 days from acquisition of the vehicle or trailer represented on this certificate. Do not sign below until all sections of the assignment have been completed and signed by sellers. No seller shall assign title of a vehicle without ensuring the buyer’s name and address on the assignment.”

- A statement has been added to the bottom that reads:

“This title must be surrendered to RMV if vehicle is junked by order of MGL 90D 20E.”

Sample Revised Certificate of Title Changes

Top Back of Revised Certificate of Title:

	WARNING: Federal and Massachusetts laws require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.
ANY ERASURES, WHITE-OUTS OR CROSS-OUTS WILL VOID THE ASSIGNMENT AND ALL ASSIGNMENTS THAT FOLLOW	
ASSIGNMENT OF CERTIFICATE OF TITLE BY OWNER	
With exception to vehicles referred to in 90D Section 2, purchaser must make application for title within 10 days from acquisition of the vehicle or trailer represented on this certificate. Buyers: Do not sign below until all sections of the assignment have been completed and signed by sellers. No seller shall assign title of a vehicle without ensuring the buyer's name and address on the assignment.	
I, the undersigned, do hereby assign, transfer, and convey the motor vehicle described on the reverse side of this certificate, for the sale price herein stated, to the following named purchaser, and I/we hereby warrant the Title to said motor vehicle and that same is free of all liens and encumbrances.	
SALE PRICE: \$	PRINT NAME OF PURCHASER(S)
DATE OF SALE:	

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Bottom Back of Revised Certificate of Title:

DEALER'S LICENSE NUMBER:		DEalersHIP NAME AND ADDRESS:		odometer started at zero again.)	
SIGNATURE OF LICENSED DEALER:		PRINT NAME:		DATE:	
This title must be surrendered to RMV if vehicle is junked by order of MGL 90D 20E.					

January 30, 2025:

RMV EVR Training Update – New Special Plate – Dr. Seuss

The Dr. Seuss plate is a two-year passenger special plate. Proceeds from this plate will fund SeussInSpringfield.org, which benefits Springfield Museums. All pre-ordered plates have been delivered to the Special Plates Department at RMV Quincy Headquarters (see Pre- Ordered Plates section on the next page). After the pre-ordered plates have been distributed, Dr. Seuss plates will be centrally distributed and customers who order them in service centers and EVR locations will receive a temporary plate while the permanent plates are mailed to them. In addition, the Dr. Seuss plate is available for order on the RMV's website (Mass.Gov/RMV).

The [Passenger Plates Manual](#) will soon be updated to include this plate.



Plate Design

The Dr. Seuss plate features an image of The Cat in the Hat and the website "SeussInSpringfield.org" at the bottom of the plate.

Fees

The total fee for the Dr. Seuss plate is \$100 (\$60 registration fee plus \$40 special plate fee). The special plate fee disbursement is as follows.

- \$28.00 goes to SeussInSpringfield.org

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- \$12.00 goes to MassDOT for manufacturing the plate

Upon renewal, the full \$40.00 special plate fee goes to SeussInSpringfield.org.

Renewal

The plates need to be renewed every two years.

Plate Type

Dr. Seuss plates have the plate type "Dr. Seuss" in ATLAS. The use type is "personal".

Example: DR1234, DR123A, DR12AB

Pre-Ordered Plates

Many customers have already pre-ordered Dr. Seuss plates. These plates have been shipped to the Special Plates Department and letters will soon be mailed to these customers instructing them to call Special Plates to process the plate swap.

The customer will need to mail or email a completed Registration and Title Application (RTA) to the Special Plates Department to process the transaction. If an insurance stamp is required, the RTA must be stamped by their insurance company. The customer can either pay by credit card over the phone or an email payment link can be sent to them. Once the payment has been processed, the plates, along with the registration and decal, will be mailed to the customer.

January 8, 2025:

Inventory Orders

Please accept all your orders (plates and decals) within 24 hours of receipt and confirm all plates in the boxes and the decals received are the ones ordered. If the plates received do not match the plates ordered, accept the order, and mark the plates as EVR Missing.

Contact your Service Provider with any differences from the order placed.

December 5, 2024:

RMV EVR Training Update - Newly Renovated South Yarmouth Service Center

On Monday, December 9, the newly renovated and expanded South Yarmouth RMV Service Center will open. This is the same location that was temporarily closed for renovations in December 2022. The address is 1084 Route 28 (Main Street) in South Yarmouth, in the same strip mall as the temporary location.

The renovated location expanded to 9,050 square feet (it was previously 5,536). It was completely gutted and now features the following:

- All new electrical, plumbing, and HVAC systems
- A new fire suppression system and fire alarm system
- A dedicated Business to Business area, which includes a dedicated entrance for the RMV's commercial customers
- Expanded permit testing room, transaction counters, and public waiting area
- An employee wellness room
- Real-time indoor air quality monitoring

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- A new workspace for road test examiners

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)

August 22, 2024:

RMV EVR Training Update – RTA Acceptance Requirements

To ensure that *Registration and Title Applications* (RTAs) are completed properly and that vehicles are lawfully registered and titled, the RMV and its business partners responsible for registration and title transaction processing:

1. May reject any RTA that is not completed fully and is not in adherence to the

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RMV's "[RTA Form Instruction Guide](#)." All RTAs MUST be filled out completely, whether by the dealer, the insurance agent or carrier, the customer, or a combination of them.

2. Must ensure that all information on the RTA matches the information on the Certificate of Title or Certificate of Origin. If any information does not match, the RTA is not acceptable, and a new application is required.
3. Must not, under any circumstances, complete or edit any field of the RTA on behalf of the applicant. Employees may ask the applicant to complete any missing information.

Notes:

- If it's a runner, it should be the decision of the runner and the submitting business partner whether they add in missing information to complete an RTA. That is acceptable, as long as it is not the employee completing it.
- If an RTA is typed and then handwritten to include a second owner, it should not be accepted.

Handwritten Fields

It is preferable for RTAs to be completed either entirely electronically or entirely by hand. However, one **CAN** be accepted if a customer fills certain fields in by hand while the rest is completed electronically.

Below are the fields that **CANNOT** be completed by hand if the rest is completed electronically:

Section B – Vehicle Information

- B1. Vehicle Identification Number (VIN)
- B5. Year/Make/Model

Section D – Owner Information

- D2. 1st Owner's Name
- D5. Residential Address
- D7. Mailing Address
- D11. 2nd Owner's Name
- D14. Residential Address
- D16 Mailing Address

Section E – Lessee Information

- E2. 1st Lessee or Corp/Co/Organizations Name
- E3. 1st Lessee Address
- E5. 2nd Lessee or Corp/Co/Organizations Name
- E6. 2nd Lessee Address

Section F – Business Owner Information

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- F2. EIN/FID
- F3. Corp/Co/Organization/Lessor Name
- F8. Physical Address
- F9. Mailing Address

Section H - Lienholder Information

- Can be handwritten as long as you're adding a lien

*Section K – Insurance Information

- K1. Insurance Company
- K2. Insurance Code
- K3. Effective Date of Insurance
- K5. Policy Change Date (not required if effective date (K3) is within 30 days)

*This section can be completed by hand only if the insurance company is using a rubber stamp and wet signature.

NOTE: Handwritten fields can be in different colors.

Scanned or Faxed Copies of the RTA

During Covid, the RMV amended the proof of insurance policy with the understanding that insurance companies and agents may select to work remotely, or stop in-person visits to their offices. This policy change has been extended indefinitely.

1. For insurance companies and agents that currently use a rubber insurance stamp, the RMV will accept a scanned or faxed copy of the RTA or RMV-2 form. The copy must be legible, and the form filled out properly in order to be accepted.
2. For both Electronic Vehicle Registration (EVR) program and non-EVR program dealer sales, a new RTA may need to be completed by the insurance company or agency if they lack the ability to physically receive a fax or stamp the RTA. In this case, both the dealer completed, and insurance completed RTAs will need to be submitted as part of the transaction.
 - If two forms are submitted, both must be completed; however, one form may have the customer signature and one form may have the insurance stamp. Both forms together are considered a complete form. One or both may be faxed or scanned versions. These may be accepted both when dropped at a B2B counter or processed as a walk-in registration.
 - If one form is submitted, all the components must be on one form (completed application, customer signature, and insurance stamp) but it may be a faxed or scanned version. The form must be legible, on 8.5 x 11 white paper, and have no ink smears, faded print, or low toner marks.

Insurance Certification Reminder

Insurers must require that the RTA is completed fully, accurately, and in adherence to the *RTA Form Instruction Guide* before certifying insurance in Section K of the RTA.

Either of the following two options are acceptable for applying the Insurance Certification.

Option 1, Insurance Stamp

An insurance stamp can be applied to the RTA Form by either of the following methods:

- Physical rubber stamp
- Electronic “stamp”

If the electronic option is used, the field for the insurance stamp must meet the following criteria:

- 1) Insurance company name printed on the stamp horizontally.
- 2) Include the agency name, company representative’s name, location, or producer code printed horizontally (when applicable).
- 3) Include the three-digit insurance company code printed on the stamp vertically.
- 4) Include the authorized representative’s signature line. The authorized representative’s name may either be printed or manually signed.
- 5) Must fit within the space provided on the RTA Form.



Sample Acceptable Insurance Stamps

THE COMMERCE INSURANCE COMPANY DOWLING & O'NEIL INSURANCE AGENCY INC # J45 BY <u>Adam Smith</u>	279	Mal P&C CORIE BRZEZINSKI SPA 3347 52 <u>Corie Brzezinski</u>
Safeco Insurance Company of America Eastern States Ins Agency Inc By: <u>Jana Roberts</u>	770	LIBERTY MUTUAL INSURANCE CO. <u>Daniel J. Zimin II</u> 514

Option 2, Standalone Certification

A Standalone Insurance Certification can be combined with the RTA Form to serve as the certification from Section K of the RTA. A Standalone Certification must contain the Vehicle Identification Number (VIN) of the insured vehicle and the name and driver’s license number or Federal Identification (FID) Number of the primary owner.

Sample Standalone Insurance Certification

  Registry of Motor Vehicles		Registration and Title Application Insurance Verification Supplement	
Insurance Information		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 coterminous 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.	
K1. Insurance Company THE COMMERCE INSURANCE COMPANY		THE COMMERCE INSURANCE COMPANY CVB AGENCY INS. By: _____ AGENT NAME	
K2. Insurance Code 279	K3. Effective Date of Insurance 09/01/2020		
K4. Self Insured? <input type="checkbox"/> Yes <input type="checkbox"/> No	K5. Policy Change Date	279	
		Insurance Company's Authorized Representative's Signature	
This page serves as a supplement to the Registration and Title (RTA) Application, Section K. Insurance Verification for the below:			
Vehicle Identification Number (VIN) from B1: 15UZZR0C5OF092790			
1st Owner's Name (Last, First, Middle) from D2: Doe, John, James			
Driver's License Number / ID# / SSN from D4: S1234567			

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:

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- 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.

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.

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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.

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?

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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.

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.

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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.

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](https://www.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

- 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.

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>  Insurance Company's Authorized Representative's Signature	
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			

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!

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://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

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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**](#)

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