Electronic Vehicle Registration (EVR) Service Provider Business Specifications

For Permit Holders and Service Providers

MassDOT – RMV Division
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Introduction

The purpose of this manual is to provide Service Providers with the information needed to participate in the Electronic Vehicle Registration (EVR) Program, including:

- Administration, policy, and procedural requirements
- Technical, system, and installation requirements
- Roles and responsibilities of EVR Participants
- EVR Transaction processing

Additional program requirements, policies, and procedures are defined in the Agreement between the Service Provider and the Massachusetts Registry of Motor Vehicles (RMV). If a conflict of information exists between this document and the agreement, the agreement takes precedence. For additional details, review the **Electronic Vehicle Registration (EVR) Program Documents**.

Version History/Change Log

Version Number	Publication Date	Description/Change Log
T21166-0220	02/14/2020 - 02/24/2020	Manual updated to outline EVR Phase 1 processing and proposed (draft) changes for EVR Phase 2.
T21166-0520	06/01/2020	Manual updated to outline changes for EVR Phase 2 implementation. Updates include document scanning/retention, Inventory processing, RTA Form completion, Service Provider/Permit Holder/RMV responsibilities, background checks, FAQs, etc.
T21166-0221 - DRAFT	02/01/2021	Draft manual updated for review by Service Providers, which includes process and business specification details for EVR Phase 3 transactions. Items needing review are displayed as Track Changes. Additional documentation (e.g., Registration Only Transaction, Title Add Registration Transaction, and Plate Reactivations and Plate Reassignments) will be distributed separately.
T21166-0321	03/05/2021	Description of EVR Lite, EVR Limited, and Traditional EVR, EVR Type Transaction Matrices (EVR Operations and Inquiry Operations), Registration and Title Application (RTA Form) processing and printing, updated EVR Transaction Processing minimums/requirements, updated EVR Transaction minimum users per location, within "50 miles" of the MA border guidelines, Drop Off Service Center (formerly B2B) clarifications, secure area for housing documents and/or Inventory, ATLAS/RMV business days, clarifications regarding Temporary Plate processing, and document retention.
T21166-0521	05/19/2021	Added links to the published MA RMV EVR Type Transaction Matrix, Self-Insured Verification, Duplicate Title, and Registration Reinstatement Policies Job Aids, etc.

T21166-0621	06/25/2021	Minor edits to include links to the EVR Traditional, EVR Lite, and EVR Limited document, Duplicate Title training links, and EVR Lite updates for Duplicate Registration.
T21166-0821	08/02/2021	Replaced references to Pre-Stage/Pre-Staged transactions with Get Ready transactions and added links to the EVR Lite Training Reference Guide, EVR Plate Manual, and EVR Business Entity Reference Guide in the References section.
T21166-0821	08/12/2021	Additional details provided regarding the Document Scanning Standards, including maximum file size.
T21166-0821	08/30/2021	New section added to fully describe the definitions of Gross Vehicle Weight Rating (GVWR) and Registered Weight (RW).
T21166-1021	10/22/2021	Updates and clarifications made to the Inventory Control section and added links to the published EVR Process Flows, Plate and Vehicle Mapped Values, and Web Services Data Dictionary in the References section. Also updated the description of the Business to Business (B2B) Services (formerly known as Drop Off Centers).
T21166-1022	10/18/2022	Clarifications on Registration and Title transactions, Pseudo VINs, information added regarding MSRP entries, Vehicle Descriptions, Credit Card Disputes, etc. Added links to Title Only, Salvage Title and other newly-published documents.
T21166-0123	01/09/2023	Updates regarding Get Ready RTA Form Completion of Effective Date of Insurance and Policy Change Date fields. Updated version of RTA Form and Instruction Guide published.
T21166-0423	04/25/2023	Updates regarding new Returned Inventory Status. Clarifications regarding MSRP entries and ensuring safeguards are in place to enter the correct dollar amount. Update when to include window sticker (Monroney label) with scanned documents.
T21166-1123	11/08/2023	Added information about the Work and Family Mobility Act (WFMA) and the required certification that must be added to Service Providers' systems.
T21166-1223	12/11/2023	Added update regarding reviewing a window sticker and calculating the MSRP. Also updated list of potential EVR transactions that may be added in 2024 and added links to additional Training Materials/Job Aids that have been recently published.
T21166-0424	04/24/2024	Updated hyperlinks in document and References section to new Business Partner website on Mass.gov.

T21166-0625	06/02/2025	Added clarification to help estimate when a 20% Inventory reorder point is reached. Updated available EVR transaction list (link to the EVR Program Definitions document).
T21166-0725	07/02/2025	Updated EVR Program email address on page 42 to **MassDOTEVRDEPT@dot.state.ma.us**.

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Electronic Vehicle Registration (EVR) Program

This section discusses the Electronic Vehicle Registration (EVR) Program, its benefits, and the responsibilities of the participants. It includes discussion of the following topics:

- EVR Overview
- Service Provider Responsibilities
- Permit Holder Responsibilities
- RMV Responsibilities
- Program Standards
- Technical Requirements

Overview

The Electronic Vehicle Registration (EVR) program allows Permit Holders to process Registration transactions through an electronic link to the Registry of Motor Vehicles (RMV). There are three prime players in the process, the RMV, the Service Provider and the Permit Holder. The Permit Holder is an entity with a specific place of business that has been permitted to process RMV Registration transactions. The Service Provider is an entity that has been authorized to interface with the RMV for the purpose of processing EVR transactions. Typically, a Permit Holder will contract with a Service Provider to undertake EVR transactions. Examples of this arrangement include Dealers, insurance agents and Salvage Yards that function as Permit Holders and contract with a Service Provider who provides the software to interface with the RMV. Note that it is possible for the Permit Holder and the Service Provider to be one and the same entity. For example, an insurance company that has provided the capability to interface with the RMV for EVR transactions to their agents. Or a large fleet that provides their employees with the ability to process EVR transactions. In general, Permit Holders communicate with the RMV through a Host System developed and maintained by their Service Provider. This Host System must utilize the Web Services interface hosted by the RMV's ATLAS system for use in its EVR Program.

EVR allows authorized Permit Holders to issue new or temporary license plates and decals, transfer license plates for vehicles, process Registration and Title applications, issue Registration Certificates, process Registration Renewals, and perform change of address transactions on-site. Fees and taxes processed through EVR are either transferred from the Permit Holder's account to the Service Provider or are collected directly by the Service Provider. In either case, the fees and taxes are then transferred from the Service Provider to a designated RMV account all via Automated Clearing House transactions (ACH).

EVR Versions
There are three (3) versions of EVR. Review the **EVR Phase 3 - EVR Program Definitions** document for a full description of each. The **EVR Transaction Type Matrix** describes the details regarding transactions allowed for each EVR type.

Special Note for the Implementation of EVR Lite
Currently, the RMV supports two different models for transaction identification, revenue reconciliation, and Inventory management. These two models will be reconciled with the advent of EVR Phase 3 and EVR Lite. Below is a matrix that outlines the transactions that are available in EVR Limited, Traditional EVR, and EVR Lite. Note that EVR Limited is only available to insurance agents and does not support document scanning or Inventory. In addition, the current Renewal transaction does not support the scanning of the 2290 Form for registrations where the Registered Weight (RW) is 55k lbs. or over. This will be corrected in EVR Phase 3, thus removing these Renewal transactions from being able to be processed in EVR Limited. The issue that arises is the logic that is used to track "who" (meaning the agency/dealer or Permit Holder) that processed the transaction. Below is a description of the current state followed by a description of the issue and the solution.

Current State:
The EVR Permit Holder IDs reflect a unique combination of a Service Provider and a Permit Holder, e.g., if a Permit Holder uses two (2) Service Providers, they will have two

(2) IDs. Note that in both models we hold the Service Provider accountable for being able to identify the specific End User and agency that has processed the transaction.

- For Traditional EVR, all of the End Users within a Permit Holder's location that have IDs to access EVR are presumed to be trained. They can process any transaction that is allowed, and when they do, the Permit Holder's ID is sent as part of the EVR transaction. This is recorded on ATLAS to identify the location and to track revenue and Inventory by Permit Holder. In Traditional EVR, the fee/revenue is collected by the Permit Holder and reconciled by the Service Provider using the Permit Holder ID and it is singularly associated with a Service Provider.

- For EVR Limited, which is only used by Boston Software and only services insurance agents, none of the End Users have Permits and users have only received training from the Service Provider regarding the specific requirements to process the transaction through their software. All fee collections associated with the Renewal and Reinstatement transactions are collected by the Service Provider directly from the consumer/registrant. The Service Provider's ID is included with each transaction, and it is this ID (and the name Boston Software) that is recorded on ATLAS. In this model, all of the revenue reconciliation is associated with the Service Provider, and it is they who collect it from the consumer/registrant.

Problem: With the advent of EVR Lite, the request is to continue to allow EVR Limited to function as it does today, which the RMV will accommodate. However, when an insurance agency chooses to join EVR Lite or Traditional EVR, within the agency (Permit Holder) they may want to have both trained and untrained users. Whether or not this will be supported and allowed is solely up to the Service Provider. Regardless, only the trained user would have access to the EVR Lite or Traditional transactions while the untrained user could continue to have access to the Renewal (sans any Renewal transaction that requires a 2290 Form), Reinstatement, Cancellation, and Get Ready (formerly known as Pre-Staged) transactions. What follows is how this will be accomplished.

For EVR Lite and EVR Traditional transactions, there is no change. The Permit Holder will have an ID and all the transactions processed by that Permit Holder will be reported under that ID. It will be incumbent on the Service Provider to track which employees have background checks and training and these employees are the only ones that can process EVR Lite or Traditional transactions. It is up to the Service Provider to determine if they will allow untrained users to process EVR Limited transactions, the RMV does not require this support. For the instance where, within an EVR Traditional or Lite Permit Holder location, an untrained employee is allowed to process Reinstatement, Renewal (except Renewals that require scanning), Cancellation, or Get Ready transactions (e.g., the EVR Limited transactions); the Service Provider will report those transactions to the RMV using the Permit Holder's ID.

In the instance where EVR Limited transactions only are being processed by insurance agencies (and this will be the only entity that is allowed to process EVR Limited transactions), they will continue processing as they do today, e.g., the Service Provider is the collection point for the fee/revenue, and they will send us their assigned ID for this purpose. Over time and after EVR Lite is implemented, the RMV intends to implement a process where each of these agencies will be assigned a Permit Holder ID. At this juncture, the Service Provider (Boston Software) will transition from sending us their assigned ID to sending us the Permit Holder ID. This will result in the correct recording of who processed the transaction on ATLAS. We realize this will result in the potential circumstance where the same Permit Holder has two IDs: one for the Service Provider

they process EVR Lite or Traditional transactions with, and another for the Service Provider they use for EVR Limited transactions.

EVR Type Transaction Matrix

The **MA RMV EVR Type Transaction Matrix** provides a separate Transaction Type listing for EVR Transactions and Inquiries.

Program Benefits

The EVR Program offers one-stop shopping for Permit Holders and their customers. The EVR initiative offers a variety of benefits such as:

- Provides immediate, remote registration of vehicles.
- Eliminates the need to travel to an RMV Service Center to process transactions.
- Allows the Permit Holder to self-service for most RMV transactions.
- Provides access to official RMV records and associated customer information and provides the ability to update customer data instantly.
- Reduces the dependency on RMV Service Centers.

Program Standards

In participating in the EVR Program, Service Providers and Permit Holders agree to abide by the following program standards:

General Requirements

- Permit Holders must process at least ten (10) new plate transactions or transfers per month.
- Permit Holders must have at least two (2) trained users in order to process transactions.
- Permit Holder must be either located within Massachusetts or within fifty (50) miles of the Massachusetts border.
- Service Provider must have Internet connection and an email address.
- Participation in the EVR Program, for both Permit Holders and their customers, is voluntary.
- Permit Holders must meet the required performance thresholds in order to participate in EVR.
- No EVR Transaction costs may be passed directly on to customers.
- Service Providers bear all costs related to their system development, implementation, maintenance, modification, and repair.
- Service Providers must be able to broadcast Policy or Procedural changes in a timely manner to all of their Permit Holders.

System Updates and Program Changes

The RMV anticipates two basic types of changes during the life of the program: (1) Policy and Procedural changes and (2) Technical Changes. The requirements for both are discussed below.

Policy and Procedural Changes: All communications regarding Policy and Procedural changes will occur through the Service Provider to the Permit Holder. These changes will occur on a periodic basis and generally will not require significant changes on the part of the Service Provider or the Permit Holder. For procedural changes that will have a noticeable impact on the Permit Holder, the RMV will endeavor to publish the proposed change well in advance of its implementation. The RMV requires that all Policy and Procedural changes be communicated by the Service Provider to the Permit Holders within twenty-four (24) hours of publication by the RMV.

Technical Changes: The RMV will make technical changes periodically that may impact all of the Service Providers. Participation in the EVR Program obligates the Service Provider to remain current with the EVR Program. Recognizing that software and message changes can take a while to assimilate into the Service Provider's System, the RMV will make every effort to (1) minimize these changes, (2) undertake them in a cooperative manner that involves all of the Service Providers in their design and (3) allows as much lead time as practical given the proposed change. That said, it is not unusual for the RMV to respond to a legislative or regulatory change by a specific date. In these cases, the lead time may not be as long as one might like, that in no way reduces the Service Provider's obligation to complete the change by the due date. The Service Provider, by participating in the program, obligates themselves to undertake these changes within the time frames as specified by the RMV. In general, once a proposed change is published, the RMV will work with the Service Provider to develop a testing and implementation schedule for the change. There may be a formal acceptance procedure for significant technical changes as determined by the RMV. In addition, any Permit Holder specific change to a technical solution proposed by a Service Provider must be tested and approved by the RMV prior to implementation.

NOTE: The RMV provides PDF copy of the RTA Form which is the primary registration document. The RMV strongly recommends that neither the Permit Holder nor the Service Provider redevelop this form for printing. The Permit Holder and Service Provider may also decide to develop, especially for eSignature use, the related Sales Tax forms that are used with these transactions. The RMV will support this development and has a separate set of documentation for these forms.

Training and Support Requirements

Permit Holders and Service Providers are provided with training and support from the RMV through classroom training, periodic auditing, and policy updates. The Service Provider is responsible for developing an interface training program for its own Help Line. The Service Provider's Help Line staff must also attend an RMV training class on RMV policy, procedures, and transaction processing for the EVR Program.

Internal Program Audit Policies and Procedures

The RMV reserves the right to audit Service Providers and Permit Holders at any time. The intent of these audits is to monitor the activities of the Permit Holder and Service Provider to verify that:

- Permit Holder's vehicle inquiries are based on legitimate business transactions, rather than personal or non-RMV business uses.

- Funds and fees are accurate, collected and remitted in a timely manner.
- All aspects of the EVR Program, such as software policies and procedures, reports, files, paperwork retention, and security are maintained.
- Physical and electronic security is present at both the Permit Holder's and Service Provider's site in accordance with the terms and conditions stipulated in this document and the Permit Holder's Permit.
- RMV supplied artifacts such as registration plates and decals are inventoried, maintained, and periodically reconciled as specified in this document.
- The paperwork associated with Registration and Title transactions is properly completed, scanned, retained, and destroyed by the Permit Holder as specified in this document.

ATLAS Availability

In general, the RMV systems are available 24/7 (24 hours a day, 7 days a week) with the exception of three (3) holidays and the Planned Downtime and Unexpected Outage, as stated below. Service Providers must make the EVR system available to their Permit Holders during normal RMV business hours and business days (described below). Beyond these hours, Service Providers may make the EVR system available to their Permit Holders during other hours as long as they are providing the Permit Holders with Help Desk services. Within these limitations, Permit Holders are allowed to use the EVR system at any time convenient for their business with the following exceptions:

- **Planned Downtime:** Periodically, the RMV will schedule time for system maintenance and upgrades. These planned outages will be communicated to the Service Providers in a timely manner. It is incumbent that the Service Providers inform the Permit Holders of the planned downtime.
- **Unexpected Outage:** In the event the RMV experiences an unexpected outage whose duration is more than five (5) minutes, the RMV will make every effort to communicate with the Service Providers to inform them of the problem/issue and the expected duration of the problem or issue. This communication will be in the form of an email or call from our ATLAS Business Support Help Desk to the Service Provider's Help Desk.
- **RMV Business Day:** This is any day the RMV Service Centers are open for business. This is Monday-Friday from 8:00am-5:00pm Eastern Time, with the exception of thirteen (13) holidays.

The RMV ATLAS Business Support Help Desk is available from 8:00am to 5:00pm Eastern Time on RMV Business Days at 1-857-368-7900.

Service Provider System Availability

The Service Provider must develop procedures for Permit Holders to have access to the EVR system from 8:00am to 5:00pm during RMV Business Days. It is incumbent on the Service Provider to develop procedures to minimize the amount of time the EVR system is not available to the Permit Holders. If the Service Provider's system is disabled, a Help Line representative must contact ATLAS Business Support at 1-857-368-7900. Service Providers must also send notifications to Permit Holders when unexpected outages occur. In the unlikely event of an extended outage where the Permit Holder cannot access the Service Providers system, twenty-four (24) hours must elapse before Permit Holders are authorized to process transactions at an RMV Service Center or an RMV Business to Business (B2B) location (previously known as a Drop Off Service Center). In these circumstances, Permit Holders are welcome at any RMV Service Center, but service will be much quicker at a B2B location. Review **B2B Service Centers** (formerly Drop-Off Locations) for a complete list of locations and instructions.

Problem Resolution

Service Providers must report system wide problems to the RMV immediately via a call to the RMV Help Desk. Any system-wide outage of more than five (5) minutes must be followed by an email to the EVR Program Manager, listing the steps that will be taken to determine the cause of the problem. The Service Provider must report its findings and the steps taken to avoid a recurrence to the RMV within twenty-four (24) hours.

Security

The Service Provider and Permit Holder are responsible for both electronic and physical security of:

- The electronic transaction
- Fees
- Electronic and Digital signatures
- Equipment
- Any and all documentation produced or retained as part of the transaction
- Any other materials associated with the EVR Program
- And, if applicable:
  - License plates
  - Title Paper
  - Registration plate decals

For Traditional and Lite Permit Holders, security arrangements must be described in a written security plan on company letterhead that includes an architectural like floor plan indicating the locations for EVR processing, RMV original document storage and, if applicable, the storage of RMV Materials (Plates and Decals). This plan should be submitted to the RMV for approval. If any aspect of this plan needs to be changed at a later time, advance written approval must be obtained from the RMV before the plan is modified, any equipment is moved, or any procedure is altered.

To the extent practical, the Service Provider, and Permit Holder must safeguard the electronic equipment that provides access to the RMV and must limit access to the equipment and to RMV data to Individual EVR Participants. (**NOTE:** For the purpose of this discussion, RMV data is data that is obtained from the RMV and was not previously known to the Permit Holder. For example, if a person who is contemplating the purchase of a motor vehicle presents their driver's license and current registrations, the data on those documents is not considered "RMV data" because the person voluntarily gave that data to the Permit Holder. If the Permit Holder processes an inquiry to the RMV to verify that data, the return from the RMV would not be considered RMV data unless it contained something that was not on one of the documents, like a new address for example.) RMV license plates and decals must be inventoried and secured at all times by the Permit Holder. The automated Inventory system provided by the Service Provider to its Permit Holders must track all plates by registration number and all decals by quantity. The Service Provider's Plate Inventory (the actual plates that are present at the Permit Holder's location) and the RMV Plate Inventory must be reconciled at least on a monthly basis.

If applicable, all RMV supplies must be stored in a secured area that is not accessible to the general public or unauthorized users and must be so identified on the architectural floor plan. All EVR transactions must be processed in a secure area that is not accessible to the general public or unauthorized users. For example, Dealerships must not process any EVR Transactions on the Dealership showroom floor, and transactions in insurance agencies should be done away from public access. This is not meant to

exclude the registrant or authorized Permit Holder personnel from this area, it is meant to exclude the general public and unauthorized Permit Holder employees. The proposed location for EVR processing must be identified on the architectural-like floor plan.

Record Retention

The Service Provider must retain all of the original paperwork related to the EVR Program for at least ninety (90) days at the Permit Holder's processing site. At the end of the ninety (90) calendar day period, the RMV will inform the Permit Holder that they are authorized to shred these documents. Once notified, the Permit Holder must shred the documents within thirty (30) calendar days and notify the RMV.

In addition, the Permit Holder must maintain a copy of the original paperwork in either electronic or hard copy form for five (5) years. This need not be at the Permit Holder's site as long as the records are available to the RMV within twenty-four (24) hours of such request.

Glossary

- **Permit Holder:** Is a place of business which has contracted with the Service Provider and has been issued a Permit by the RMV to participate in the EVR Program.
- **Documentation:** Reflects all of the artifacts that must be present in order to process an EVR transaction.
- **Paperwork:** Represents all of the artifacts that must be scanned as part of the EVR transaction. This includes all of the documentation plus other additional items. It is also referred to as the **Document Portfolio**.
- **Host System:** Is the computer system(s) utilized by the Service Provider to support the EVR Program as described in this agreement.
- **Individual EVR Participants:** Includes those employees or agents of a Permit Holder who have been approved by the RMV to process EVR Program transactions on behalf of the Permit Holder, and who have been issued the necessary security codes to access the EVR Program system software.
- **Service Provider:** Means the entity that is authorized to directly interface with the RMV to process EVR transactions.

Service Provider Responsibilities

Administrative Responsibilities

- Remittance of fees by the specified EFT process.
- Providing accounting and audit information as required by the RMV.
- Ensuring that Dealerships that are Permit Holders do not process Casual Sales.
- Ensuring that only Insurance Agents and Carriers process Reinstatement and certain Renewal transactions.
- Determining that the Permit Holder's proposed processing site is appropriate for and capable of meeting the physical requirements to process EVR transactions.

System-Related Responsibilities

Communicating With the RMV

- Providing the equipment necessary for the communication interface between the Host System and the RMV's ATLAS system as outlined in the Service Provider Agreement.
- Repairing and replacing equipment, as needed.

- Ensuring software is compatible with the Web Services interface hosted by the RMV's ATLAS system.
- Initiating and receiving message-based transactions.
- Developing and maintaining programs and screens that present those transactions in a format that meets the RMV's requirements for participation in the program.
- Security that identifies and limits the access of both Permit Holders and Individual EVR Participants.
- Access control protocols between the Permit Holder and the Service Provider and between the RMV and the Service Provider.

Business Application
- Ensuring that the Host System software creates, manages, and reconciles all Permit Holder transactions with the RMV transaction files on a daily basis.
- Controlling the printing of the RMV-provided **Registration and Title Application (RTA Forms)**, Certificate of Registration (formerly the UR-1 Form), RMV Fee Receipt, and Temporary Plates.
- Making any alterations, changes, and upgrades to its Host System and network that are necessary to accommodate any changes in the EVR Program, or in RMV procedures, in a timely manner. This also applies to any systems that are integrated with the Service Provider's system and are necessary to process an EVR transaction.
- Ensuring that Permit Holders receive sufficient RMV data inquiry access to retrieve information required to process RMV transactions, including, but not limited to individuals, businesses, insurance carriers, lienholders, vehicles, registrations, lessees, lessors, and Massachusetts Cities and Towns.
- Ensure Software Security that:
  - Limits access to RMV data
  - Ensures system stability
  - Ensures continuous processing
  - Records the contents of each transaction and the date, time and who (Permit Holder and End User) performed the transaction

Permit Holder-Related Responsibilities

Initial
- Review and recommend Permit Holders that meet program standards for inclusion in the EVR Program.
- Collecting all EVR paperwork for submission to the RMV after the Permit Holder has been approved by the RMV.
- Entering into contractual arrangements with Permit Holders who have been approved by the RMV.
- Understand Permit Holder's business flow.
- Providing a contact name and telephone number for problem resolution at each Permit Holder site.
- Training Permit Holders on the Service Provider's system enhancements and upgrades.
- Ensuring that training and backgrounds checks have been completed for any authorized Individual EVR Participant.

Ongoing
- Establishing a Help Line for Permit Holder problem resolution.

- Reconciling and collecting, either from its Permit Holders or from the customer directly, all RMV fees, payments, Sales Taxes, penalties, and other sums.
- Notifying its Permit Holders of all changes in RMV policies and procedures, or of other informational updates related to the EVR Program, via email, **Message of the Day (MOTD)**, or other approved means of communication, as stated in the Service Provider Agreement.
- Providing and maintaining the system security for the Permit Holder.
- Maintaining Permit Holder security access.
- Addressing Permit Holder processing problems in a timely manner.
- Provide a mechanism for Permit Holders to perform RMV Inventory maintenance to support reconciliation procedures.
- Provide a mechanism for Permit Holders to view RMV approved documents that are eligible for destruction.
- Provide a mechanism for Permit Holders to report to the RMV documents that have been destroyed.
- Provide a mechanism for Permit Holders to physically print and issue digital documents provided by the RMV including (but not limited to) the following: the **RTA Form**, the Certificate of Registration, the RMV Fee Receipt, and the Temporary Plate.
- In the event a fee discrepancy is identified between the RMV and Permit Holder (or customer), the Service Provider is responsible to resolve the issue by identifying and correcting the erroneous transaction with one of the following solutions: collecting underpayment of fees from Permit Holder, refunding overpayment of fees to Permit Holder, or withdrawing transactions processed in error.

Necessary Forms for Completion

- **Agreement for Access to Records and Data Maintained by the Registry of Motor Vehicles:** Must be completed and signed by the signatory authority for the business.
- **RMV Business Partner Contact Form:** This form is used to collect the business owner, program, legal, financial, technical, and security contact information.
- **EVR Service Provider Agreement**: Must be completed and signed by Service Provider.
- **EVR Program Permit Holder Location Permit Terms**: Must be completed and signed by each Permit Holder.

Background Checks

Service Providers are accountable for three specific items associated with background checks. These are outlined below. The actual background check requirements are outlined in the Permit Holders' responsibilities Section of this document.

- Service Providers must submit a certification that a background check has been completed and reviewed for any Individual EVR Participant prior to either attending the Registry of Motor Vehicles EVR training class or to issuing them an ID that provides them with access to RMV information. It is up to the Service Provider to decide how they want to collect the certification from the Permit Holder. The Certification must include the Individual EVR Participants name, Permit Holder location, date that the background check and Driver's License inquiry was passed, and Driver's License/ID Number. The Service Provider must not submit an Individual EVR Participant for training if the background check and Driver's License inquiry is over six (6) months old.

- As the Administrator of EVR Security and access to RMV records, the Service Provider must ensure that their Permit Holders undertake the required background check for each Individual EVR Participant at least every two (2) years. If this check has not been completed in a timely manner, security must be disabled for the Individual EVR Participant until it is completed and reviewed.
- The Service Provider must undertake the required background check for each of their employees or contractors that will have access to RMV information. The Background Check must be completed prior to granting that employee or contractor access to RMV information.

NOTE: The RMV may, as part of a Service Provider Audit, request the Background Checks and associated approval, along with proof that the check was completed prior to issuing the person a Service Provider ID for Service Provider Employees or Contractors. The RMV may also request proof that the Permits Holder's Individual EVR Participants required background checks are up to date and that they are being reported to and tracked by the Service Provider.

RMV-Related Responsibilities

- Notifying the RMV when a contractual arrangement has been established with a Permit Holder. Conducting a Permit Holder site approval visit (maybe be accomplished virtually).
- Participation in a weekly meeting with the RMV Program Coordinator to review pending installation schedules and paperwork submissions for new Permit Holders and/or any other related EVR issues.
- Providing the RMV with reports on transactions, Inventory Control, Permit Holder usage, the collection and transfer of funds, document collection/retention, and other reports related to the EVR Program.
  - **NOTE:** Reports need to be available upon demand; the required report format and requirements will be determined with each Service Provider.
- Maintaining and reconciling an Inventory Control system that is acceptable to the RMV. This system must be able to do the following:
  - Track, control, and account for all RMV assets ordered and distributed to the Service Provider's Permit Holders.
  - Periodically reconcile RMV assets with the Permit Holder's Inventory System (if present), the Service Provider's Inventory System and the RMV's Inventory System.
  - Inform the RMV of any Inventory discrepancies or missing RMV assets within twenty-four (24) hours of discovery by sending an email to: **RMVPlateInventoryMgmt@dot.state.ma.us**.
- Providing for the security and Inventory of RMV property (plates and decals).
- Providing access to Service Provider software and/or hardware solutions on-site at the RMV during testing and throughout implementation of any future enhancements
- Updating the security file with any new information, so that the RMV has an accurate list of all active Permit Holders and Individual EVR Participants.
- Providing sign-on reports to track Permit Holders whose passwords are ready to expire.

Permit Holder Responsibilities

General Responsibilities
- Enter into an agreement with an RMV approved Service Provider.
- Meet the requirements of the Permit Holder Permit:
  - A Permit bond of $10,000
  - Evidence of general liability insurance coverage
  - Evidence of tax compliance
  - Maintenance of two (2) to three (3) (to be determined based on the volume of transactions) RMV-trained personnel
  - Security
  - Required business licenses and certificates
- Bear all costs associated with its computer hardware, labor, electronic interface system charges, network charges, and transaction processing, mailing, and courier receipt of required Inventory, and supplies.
- For Permit Holders who have a Customer Relationship Management System, Agency Management System, Dealer Management System, or any other system that interfaces to the Service Provider and participates in the EVR transaction update process (for the purpose of this section, systems that only consume RMV inquiry data are not considered to be involved in the EVR transaction update process):
  - Notify both the RMV and Service Provider of how this system is involved in the EVR transaction.
  - Establish procedure to notify both the RMV and the Service Provider of any change to this system that in any way impacts the EVR transaction.
  - Test any changes that impact the EVR transactions with the Service Provider (and, if appropriate, the RMV) prior to their implementation
  - Notify both the Service Provider and the RMV of any issues, bugs or problems that have a material effect on the EVR transaction.

Background Checks
All Individual EVR Participants (existing or new) are required to have a background and Driver's License inquiry check processed, evaluated, and approved by their employer (generally the Permit Holder location employing the individual). This process in the aggregate is what constitutes a "Background Check" as used throughout this document. The Registry of Motor Vehicles (RMV) does not dictate which vendor the Permit Holder uses to process the background check as long as the Permit Holder can demonstrate that the background check included all felony violations and that the Individual EVR Participant has not been convicted of a felony involving violence, deceit, or dishonesty.

All background checks must include verification that the Individual EVR Participant's Driver's License is not suspended, revoked, or subject to any non-renewal actions. The Driver's License inquiry cannot be processed via the Permit Holder's access to the EVR, IPM, or SDIP Programs.

Background check and Driver's License inquiries need to be undertaken on at least a biannual basis (every two years). The completed background check results and Driver's License inquiries need to be available (either in hard copy or electronically) at the Permit Holder location and accessible to the RMV EVR Compliance Officers.

For new Individual EVR Participants, a background check must be completed, and cannot be more than six (6) months old, as a prerequisite to attending training and to obtaining an ID that provides access to RMV data. In addition to maintaining access to

the passed background check and license inquiries at the Permit Holder Location, the Permit Holder must also notify their Service Provider that the background check has been completed and passed. Service Providers will provide Permit Holders with details of the submission process for this certification. Once the RMV receives the certification from the Service Provider, the Individual EVR Participant will be scheduled for training. Note that both the EVR and MassDOT Audit Departments have the right to ask to ask to review any Individual EVR Participant's background check as part of an EVR Audit.

IMPORTANT: Permit Holders and Service Providers who want to undertake MA based CORI checks on their own must register with DCJIS, see the **iCORI website**. Under no circumstances can a Service Provider or Permit Holder ask or require an employee or contractor to provide their own CORI check.

Staff-Related Responsibilities

- Designate at least two (2) to three (3) staff members (based on transaction volume) as authorized Individual EVR Participants. For these participants:
  - Provide information requested by the RMV.
  - Undertake and review the background check as specified in the section above.
  - Attend EVR Training Classes designed and delivered by the RMV.
- Require the Individual EVR Participants to process transactions through the EVR Program with sufficient regularity to remain competent and current on all program policies and procedures. An Individual EVR Participant's password must expire if no transactions are processed for a period of thirty (30) calendar days. At this point, the RMV will decide if it is necessary for the user to re-attend training.

Conduct-Related Responsibilities

- Must be an authorized Permit Holder.
- Maintain an office in Massachusetts (unless an Out of State (OOS) location has been pre-approved by the RMV); Out of State (OOS) fleets and insurance companies are exempt from this requirement.
- Comply with all rules, policies, procedures, and standards applicable to the EVR Program.
- Comply with all rules, regulations, policies, and procedures of the RMV relating to Registrations and Titles.
- Comply with all applicable laws of the Commonwealth of Massachusetts.
- Obtain RMV permission before displaying or distributing any media which advertises the Permit Holder's participation in the EVR Program.
- Obtain RMV approval prior to participating in any media interviews regarding the EVR Program and the Permit Holder's participation.

Processing-Related Responsibilities

- Process EVR Transactions for direct customers only unless pre-authorized to do otherwise by the RMV.
- Submit activity reports, inventories of license plates and decals, and other reports, as required by the RMV.
- Process, scan, retain and destroy the original paperwork associated with an EVR transaction as specified by the RMV.
- Arrange for the daily transfer of EVR money to the Service Provider, if applicable.
- Prepare and maintain a sufficient record of services performed, enabling the RMV to verify the transactions.
- Respond to all RMV requests within a reasonable period of time (as determined by the RMV).

Performance-Related Responsibilities

- Process ninety-five percent (95%) of EVR eligible transactions within one hundred twenty (120) calendar days of issuance of an EVR Permit.
- Process one hundred percent (100%) of EVR eligible transactions within one hundred eighty (180) days of issuance of an EVR Permit with the following exceptions:
  - If the customer wants to process the transaction at an RMV Service Center, the Permit Holder must provide the customer with a stamped, Get Ready RTA Form.
  - If the Permit Holder wants to process the transaction at a Service Center either on their own or utilizing a runner, it must be processed as a Get Ready transaction.
- Process the minimum volume for your EVR Program Type of new plate transactions or transfers per month.
- Use best efforts to ensure that the work processed is accurate, complete, and conforms in all respects to the policies and procedures required by the EVR Program and the RMV.
- Work with the RMV Audit and RMV Compliance Officers, when necessary, to correct and improve transaction processing.
- Attend periodic training.

Security-Related Responsibilities

- Assume responsibility for the safekeeping and lawful use of all RMV Inventory assigned to it.
- Submit a detailed, written security plan for the control of all RMV Inventory.
- Submit a written request for authorization to the RMV prior to any desired or necessary change in onsite storage of RMV Inventory, onsite location of transaction processing, or site relocation.
- Limit the handling of RMV Inventory to authorized users only.
- Safeguard the electronic equipment which allows access to the RMV network.
- Limit access to the data and information from RMV files to authorized users only.
- Abide by storage and security measures as articulated by the RMV regarding RMV materials such as license plates, decals, RMV Fee Receipt, and Temporary Plates.
- Keep funds received for RMV fees including Registration, Title, or Sales Tax fees separate from the Permit Holder's pursuit of business or other activities not related to EVR.

RMV Responsibilities

The RMV has established its EVR system architecture and has outlined basic rules to support the EVR Program. When using this system, Service Providers establish a direct communication link to the RMV's ATLAS system. The RMV will continue to do the following:

Administrative Responsibilities
- Contract with all Service Providers
- Approve and Permit the Permit Holders
- Manage and review transaction processing
- Manage the revenue process
- Control and distribute EVR Inventory
- Conduct pre-installations (if necessary) in conjunction with Service Providers
- Maintain renewals/extensions of Permit Holder's Permit
- Audit a minimum of one percent (1%) of the Permit Holders transactions on a daily basis

System-Related Responsibilities
- System analysis and troubleshooting
- Receive and store records
- Update records
- Validate data

Auditing Responsibilities
- Conduct an Internal Program Audit
- Perform On-Site Permit Holder Audits
- Review Service Provider Reports
- Review transaction processing daily and communicate with Permit Holders, as needed

Training and Support Responsibilities
- Train Individual EVR Participants
- Provide policy updates
- Assist in implementation and roll out
- Provide follow-up training

2

Becoming a Service Provider

This section defines the scope of the EVR Program and what is expected from the Service Provider in terms of roles and responsibilities, training and support, and adherence to RMV policies and procedures. The section outlines:

- Getting Started
- Installation
- Ongoing Support

Getting Started

Meeting the Eligibility Requirements

For potential Service Providers considering the EVR Program, the first matter is whether they are eligible for the program. The RMV recommends the Service Provider review the Access Agreement and talk directly to the RMV in order to make this determination. A potential Service Provider who intends to sell their services to Permit Holders must come to RMV with two (2) facets already in place:

1. The organization must have a software solution, and
2. They must have a targeted group of Permit Holders that they would like to bring online. For potential Service Providers who are looking to function as both the Service Provider and the Permit Holder, the first question will be whether or not they are eligible to have access to RMV records and then whether they can meet the minimum of ten (10) "new" registrations transactions per month (averaged over the most recent two (2) months). In addition:

In order to decide whether or not a Permit Holder can have physical plates in Inventory, use the following guidelines:

Using a two (2) month average of plate issuance transactions:

*   <25 transactions per month, all plate issuances are using a Temporary Plate; physical plates are not an option.
*   25-35 transactions/month; physical plates are optional at the RMV's discretion.
*   >35 transactions/month; physical plates are mandatory at RMV discretion for unusual cases.
*   Service Providers are required to maintain mandatory re-order points for all Permit Holders that reflect at a minimum 20% of the monthly average of plate issuances by plate type.
*   Once the reorder point is reached, the Permit Holder must order additional plates within three (3) business days. If the order has not been placed by the fourth (4th) business day, the Service Provider must disable any transaction processing except new plate orders and plate receipts acknowledgements until the plate order has been placed.

NOTE: The RMV will allow Temporary Plates to be issued in lieu of the physical plate whenever the Permit Holder does not have that plate in stock. Given the proposed reorder rule, this should not be a common occurrence.

Implementing a New Service Provider

Once an organization interested in becoming a Service Provider for EVR has approached the RMV and demonstrated that they meet the minimum criteria and are likely to be able to meet the technical requirements, they will then need to agree to and sign the Access Agreement and the Service Provider Agreement. Having done that, the Service Provider will meet with the RMV and discuss the specific transactions they will be providing to their proposed Permit Holders and then an implementation and testing plan for their technical solution. Once the Service Provider has passed the RMV acceptance test, the prior developed formal plan for implementation of both the Service Provider's solution and for their Permit Holders can then be executed. The RMV and the Service Provider will work together to implement the Service Provider's pilot Permit Holders.

Potential Permit Holders

Permit Holders must be capable of meeting all the requirements set forth in the Overview section of this document and in the Access Agreement and must process a minimum of ten (10) "new" registrations transactions per month (averaged over the most recent two (2) months). If a potential Permit Holder meets these requirements, they may be eligible to participate in the EVR Program. Business groups (Lines of Business – LOBs) already approved as Permit Holders include:

- Fleets
- Insurance Agencies
- Insurance Companies
- Dealers
    - Class 1 Automobile Dealers
    - Class 2 Automobile Dealers
- Rental Companies
- Rental Agents
- Leasing Companies
- and member-based organizations that process transactions for businesses.

The RMV is willing to consider any other Permit Holder that a Service Provider would like to suggest. The RMV will review the Service Provider's recommendation, conduct its own review, and then determine eligibility.

Installation Guidelines

Permit Holders must satisfy all the requirements of the approval process by completing the applicable forms included in the RMV Welcome Folder. Once this has been completed, preparations for installation can begin. The Service Provider is responsible for overseeing the installation of hardware and software required at the Permit Holder's site and ensuring that requirements are met in whatever timeframe is specified.   The RMV and the Service Provider will work together to define installation requirements. The Service Provider must give the RMV adequate notice if a scheduled installation cannot be met.

Permit Holder Implementation Process

The EVR Permit Holder Implementation Process consists of Internal and External testing of the created EVR account, the Service Provider pre-installation visit, the RMV site approval visit, training, the on-site or remote installation of hardware and software, the first RMV on-site inspection three (3) implementation phases.

Informing Potential Permit Holders About the Program

Prior to the approval of the RMV, the Service Provider's salesperson must inform potential Permit Holders about the program and give them a copy of the current Access Agreement and Permit Holder Permit and any related paperwork. All "selling" of the program must be done by the Service Provider and it is up to the Service Provider to ensure that the Permit Holder knows all the requirements of the program prior to signing the contract.

Scheduling

The Service Provider will send the EVR Program Coordinator notification of a potential Permit Holder location. The Service Provider will submit volume data (if required), and a location description for RMV approval. Once a location is approved, the Service Provider will communicate with the RMV Program Coordinator weekly on the progress of the implementation. The Service Provider must forward the names of all class attendees to the EVR Program Coordinator at least one (1) week prior to the training. The Service Provider is responsible for the certification of security and background checks performed by Permit Holders and these must be completed prior to training. Any changes to the schedules should be communicated directly from the Service Provider to the EVR Program Coordinator.

Completing the Paperwork

All forms, including the contract, must be completed, submitted, and accepted by the RMV in order to start the process of creating an EVR account. The RMV will send the approved location a Welcome Folder that consists of a checklist of required documentation and examples of said documents. It is the responsibility of the Service Provider to obtain these documents and to ensure that they are filled out in their entirety and correctly. To ensure efficiency, the RMV suggests one complete packet be mailed/emailed to the RMV's EVR Program Coordinator for review and comment in a timely manner.

Service Provider Pre-Install Visit

Prior to installation the Service Provider must undertake a process that ensures that all the hardware, software, and business requirements have been reviewed, and any unique user requirements will be addressed.

Site Approval Visit

Prior to installation, the RMV may visit the Permit Holder's site to ensure that all security and Permit requirements have been met, and to review Permit Holder training. The Permit terms and other general business items will be discussed at this time.

Training and Documentation Workshop

One (1) to three (3) weeks prior to installation, the RMV and Service Provider will provide the Individual EVR Participants with training in RMV policy, procedures, documentation standards and transaction processing. At this time, the RMV will also provide the Individual EVR Participants with RMV related tools for transaction processing. The training will be two (2) days. Day one will be the RMV Documentation Workshop. Day two will be split with half-day on RMV Business Policy and Procedure Training Class and half-day for training on the Service Provider's Software. In this class, the Permit Holder's individual EVR Participants will be shown what forms are required to complete RMV transactions and how these forms must be filled out. The process for scanning, storing, and shredding the original paperwork associated with a transaction will also be reviewed. The Service Provider must provide the training database and materials for day two. The EVR Program and RMV policy training are provided by the RMV and can be delivered in a classroom, or if approved by the RMV through teleconferencing, depending on Service Provider needs and preferences.

NOTE: The EVR Program and RMV policy training are provided by the RMV and can be delivered in a classroom, or through teleconferencing, depending on Service Provider needs and preferences.

Installation

System hardware and software are installed at the Permit Holder's site. If necessary, the Service Provider and the RMV may provide the Permit Holder with one (1) day of on-site installation support, unless it is determined that more time is necessary.

On-Site Inspection

Within one (1) week after installation, and periodically thereafter, the RMV may send a Compliance Officer to the Permit Holder's site to ensure adherence to required procedures and security measures. Any discrepancies will be discussed, and a correction plan will be agreed upon by all parties. Failure to address identified discrepancies may result in EVR Permit suspension or revocation.

Phase 1 Implementation

Zero (0) to sixty (60) calendar days after installation, the RMV Team works directly with the Permit Holder and all work is audited closely.

Phase 2 Implementation

Within one hundred and twenty (120) calendar days of installation, Permit Holders should be processing, on average, 95% of all qualifying transactions, with minimal or no errors.

Phase 3 Implementation

Within one hundred and eighty (180) calendar days of installation, Permit Holders should be processing, on average, 100% of all qualifying transactions, with minimal or no errors. There are two exceptions to this rule:
- If the customer wants to process the transaction at an RMV Service Center, the Permit Holder must provide the customer with a stamped, Get Ready RTA Form.

- If the Permit Holder wants to process the transaction at a Service Center either on their own or utilizing a runner, it must be processed as a Get Ready transaction.

Help Line/Ongoing Support

A central part of becoming a Service Provider involves a commitment to providing ongoing support to Permit Holders. The Service Provider is the Permit Holder's primary resource for system troubleshooting, program policy and procedure inquiries.

Service Provider Help Line

The Service Provider fulfills this commitment by maintaining a Help Line that Individual EVR Participants may call for assistance. Help Line staff must be trained on the Service Provider's system and software, the EVR Program, and on RMV policy and procedures to such an extent that the majority of the problems and issues are resolved at this level. The RMV expects the Service Provider's Help Line to be a competent, comprehensive, and efficient resource.

Designated Contact

In addition to maintaining a Help Line, Service Providers must designate a primary contact for both the RMV and all Permit Holders. This individual is responsible for resolving program issues encountered by Permit Holders or the RMV.

RMV Business Support

The RMV Business Support is available as a resource for Service Provider Help Lines, which may have occasional questions regarding EVR policy or procedure. The RMV Business Support is the same support mechanism that RMV Service Centers rely on, and it is available from 8:00am to 6:00pm Eastern Time on RMV Business Days (which does not include Commonwealth Holidays). The telephone number is 1-857-368-7900.

The RMV Business Support is <u>not</u> available for direct contact by Permit Holders or their Individual EVR Participants. To ensure that the RMV Business Support remains readily accessible to callers, direct access to it must be restricted to Service Providers only. Service Providers are expected to enforce this with all their Permit Holders, and the RMV Business Support's phone number should not be provided to a Permit Holder or their Individual EVR Participants.

On a related note, a similar policy also holds true for the phone numbers of RMV personnel. Service Providers should <u>never</u> disseminate the phone numbers of any RMV personnel to Permit Holders.

Resolving System Problems

Whenever there is a problem that results in the Permit Holders being unable to process EVR transactions, the Service Provider must report it immediately via email to the EVR Program Manager and the RMV Business Support supervisor. The Program Manager must also be told what steps will be taken to determine the cause of the problem. The Service Provider will then do an analysis to determine at what end the problem is located: is it a problem with their system or with the RMV's. This analysis should include a check of ATLAS and with the RMV in order to find out if the problem is widespread or is just with the Service Provider's system. The findings of the analysis and the reasons that these decisions were reached must be communicated to the RMV within twenty-four (24) hours. If the problem is found to be in the RMV's system, or is still undetermined,

the Service Provider must send an email, which includes their analysis, to the RMV Business Support to open an RMV trouble ticket.

Paperwork Audits and Field Investigations

The RMV is committed to ensuring data integrity at any remote processing site. The RMV has established a formal procedure where ATLAS automatically selects a minimum of 1% to the Permit Holder's daily transactions for formal review by the RMV EVR Compliance Officers. This review will be for accuracy, (including the scanned paperwork) and for adherence to RMV policies and procedures. As individual errors are identified, these will be corrected and the Permit Holder contacted, if necessary. The RMV can adjust this percentage up as conditions might warrant. The results of this review are tracked internally within ATLAS and will assist the RMV in forming a profile for all Permit Holders. Additionally, Compliance Officers will visit Permit Holder sites to ensure that proper processing procedures and security measures are in place.

As the RMV finds errors, the Compliance Officers will contact the Permit Holders and/or Individual EVR Participants to inform them of the errors and to encourage resolution. Persistent errors or omissions and problems of any kind will eventually lead to more formal discussions with the RMV. In the worst cases, they will result in a formal hearing with the potential of either suspending the Permit for a period of time or revoking the Permit permanently.

Facilitating Continued Permit Holder Eligibility

Successful participation in EVR is dependent on Service Providers and Permit Holders meeting certain initial and ongoing criteria. Service Providers must ensure that their Permit Holders, once installed, continue to do the following:

- Meet the one hundred and twenty (120) calendar day and one hundred and eighty (180) calendar day performance volume standards, as stipulated in this document.
- Renew all industry-related Permits, certificates, and licenses.
- Renew Town, City, and/or State Permits, certificates, and licenses.
- Maintain reliable business practices, which ensure that cash discrepancies are reliably identified and resolved.
- Notify the Service Provider within three (3) business days of any changes made to the Permit Holder's Dealer Management System (DMS) that may impact EVR processing or any of the data on the **Registration and Title Application (RTA Form)**.
- Meet the general, staff-related, conduct-related, processing-related, performance-related, and security-related responsibilities, as detailed in this document.

IMPORTANT: Failure to comply may result in an RMV hearing to determine the Permit Holder's eligibility to continue participating in the EVR Program.

3

RMV Registration and Title Policies

This section discusses registration and Title requirements within the Commonwealth of Massachusetts. The discussion here is a general one that discusses procedures for conducting transactions at RMV Service Centers, through the RMV Telephone Center, through the mail, and over the Internet, by accessing the RMV website at **www.mass.gov/myRMV**. Permit Holder procedures for conducting EVR Transactions will differ slightly from the methods depicted here. The EVR procedures are set forth in detail in the materials that are given out in the training classes. Topics discussed in this section include:

- Owning a Vehicle
- Vehicle Registration
- Titles

Owning a Vehicle

Residents that own a vehicle in Massachusetts must, with some exceptions, meet certain obligations in order to keep the vehicle legally registered and safe for the road:

- Any vehicle to be driven on public roadways in Massachusetts must be registered and insured.
- Most vehicles are subject to an annual safety and emissions inspection.
- As a general rule, barring some exemptions, vehicles must have a Certificate of Title.
- The Owner/Registrant must pay all applicable fees, fines, taxes, and levies that accrue from owning a vehicle.

This section presents information on meeting each of these obligations for private passenger vehicles.

Vehicle Registration

Although there are a few exceptions, in order for Massachusetts residents to drive a vehicle legally on the roads of Massachusetts, the vehicle must be registered with the RMV and display the assigned license plates. Most vehicle registrations are subject to a periodic renewal with fees.

When registering a passenger vehicle, vehicle owners will be issued license plates that must be mounted on the vehicle. Newly registered passenger vehicles are issued two plates for front and back mounting. For each renewal period that the vehicle registration is valid, a plate decal, with a corresponding year, must be placed in the upper right corner of the rear plate. Failure to properly place the decal as instructed may result in a fine and/or being rejected during the annual inspection process. A valid copy of the Certificate of Registration should be accessible to the driver operating the vehicle.

NOTE: The Decal Receipt is provided when the Registration transaction requires issuance of a new decal, but the decal is mailed to the customer via Globe Direct.

Processing a New Registration and Applying for a Title (Non-EVR)

When registering a new vehicle, the registrant/owner applies for a Title at the same time as registration. To register a newly acquired new or used vehicle:

1. Unless processing the registration through the EVR Program, the registrant/owner goes to an authorized Massachusetts insurance agent or company and has them complete, stamp and sign a **Registration and Title Application (RTA Form)**, which is an application for Registration and Title.
2. After verifying the information, the registrant/owner signs the application.
3. Either the registrant/customer or the dealer/insurance agent's runner takes the completed **Registration and Title Application (RTA Form)** along with either the Certificate of Origin, the previous owner's Certificate of Title, or proof of ownership with a bill of sale for a non-Titled vehicle to a RMV Drop Off Service Center.
4. Within four (4) RMV Business Days, the transaction will be processed by the RMV Drop Off Service Center. At that juncture, the fees will be collected either via a check that was provided with the transaction or via direct payment by the customer on their myRMV account.
5. If it was a sale by a registered Massachusetts Dealer, the owner is required to pay a 6.25% Sales Tax based upon the sales price paid. If the transaction was a casual sale (a purchase from a private party), the vehicle Sales Tax is calculated as 6.25% of the actual purchase price or 6.25% of the NADA average trade-in (book) value, whichever is higher. Acceptable evidence of the purchase price paid includes these documents:
   a. For the purchase of a new or used vehicle from a Dealership, owners need a completed purchase contract that clearly shows the price paid (commonly known as a Purchase and Sales Agreement) or a properly assigned Certificate of Title that clearly shows the price paid (in a space provided for such information).
   b. If the vehicle was purchased from a private party, a properly assigned Certificate of Title that clearly shows the price paid (in a space provided for such information). If the vehicle does not have a Title, or if the Certificate of Title does not have a space provided for sales price information, a Bill of Sale is needed that clearly shows the price paid.

5. Pay the registration fee (the regular fee for private passenger vehicles is $60; special license plates require an additional special plate fee). Generally, passenger registrations are valid for two (2) years. If a plate is issued for less than two years, the registration fee will be pro-rated. Annual registrations are not pro-rated. In addition, the registrant will have to pay the Sales Tax and the title fee which is $75.
6. State Law requires the registrant to have the vehicle undergo a safety and emissions inspection within seven (7) days of registration.

Vehicle Descriptions and MSRP Review

An accurate Vehicle Description is critical to the Registration and Title process and thus is important to all parties (RMV, registrant, dealer, agent, lienholder, etc.) involved. As a result, the RMV is updating our vehicle edits and is providing this document as an outline of how we expect the EVR Service Providers to manage vehicle descriptions and the resulting Manufacturer's Suggested Retail Price (MSRP). The vehicle edits are largely based on the use of a software package called VINtelligence, provided by IHS Markit. This software package also includes National Automobile Dealers Association (NADA) valuations, which the RMV uses to obtain the MSRP that is used for Excise Tax calculations and the average trade-in price that is used for Sales Tax calculations. The following is a description of the business process and two (2) Web Services that are available to the Service Providers to facilitate describing the vehicle correctly. Note that if a Service Provider already uses VINtelligence or a product with similar capabilities, they are welcome to use this instead of the RMV's Web Service. The description of the transaction is being presented in a detailed manner in order to maximize the probability for a successful Registration and Title transaction. Service Providers should interpret this as being prescriptive and react accordingly.

For Vehicles that are Being Registered with a Manufacturer's Certificate of Origin (MCO):
For vehicles being registered with an MCO, the RMV recommends that the Service Provider has the Individual EVR Participant (IEP) provide either the VIN only or the VIN and Body Style. The RMV expects the Service Provider to run logic that detects whether a 17-character VIN has been provided and only allows for a non-standard VIN (less than 17 characters) in certain known cases, e.g., it is a MOPED (not currently processed via EVR), construction equipment or the highly unlikely case of a vehicle older than 1983, etc. The RMV also expects the Service Provider to run a VIN check digit verification to validate the provided 17-character VIN. The next step is to run the GetNewVehicleByVIN Web Service inquiry or an equivalent service. This will provide the Service Provider with one (1) of four (4) results outlined below:
1. The service returns the ATLAS standard vehicle description with one (1) trim level. In this case, the transaction can proceed using the provided vehicle description.
2. The service returns the ATLAS standard vehicle description with more than one (1) trim level (a list of trims). In this case, the Service Provider must present the trim list to the End User for selection of the correct trim.
NOTE: In either of these cases, typically an MSRP is provided with each trim level. When this occurs, the RMV expects the Service Provider to provide the RMV with the trim level specific MSRP value in the subsequent Registration transaction. It is also possible that no MSRP is returned, e.g., the MSRP has a zero (0) value. In this circumstance, there are two (2) options:
- Have the IEP provide the MSRP from the invoice or window sticker (excluding the shipping charges and/or destination fees).

- o In this case, the entered value cannot be lower than 7% of the lowest known MSRP value of the trim level as determined from decoding the VIN; there are no limitations on how high of an MSRP value that can be entered. This verification can either be accomplished via the NADA service that is running at the Service Provider or by executing the GetNewVehicleByVIN Web Service.
- Insert zero (0) in the MSRP field, if this value is not known, or the IEP is uncertain what the correct MSRP is.

Also note that it is possible the service returns a corrected VIN. In this case the corrected VIN field will be set to "Y" and the provided VIN will be in the Original VIN field. In this instance, the RMV's expectation is the VIN will be corrected.

3. The service returns a "VIN not found in VINtelligence" message. In this case, the IEP will have to enter the vehicle description. The primary edits from an ATLAS perspective will be that the make, vehicle type, and Body Style are correct.
4. The provided VIN reflects an incomplete vehicle. These are typically school buses, campers/autohomes, ambulances, and buses where the manufacture of the chassis (e.g., Ford, GM, Mercedes, and Freightliner) is different than the manufacturer of the final vehicle. For example, it is a Thomas school bus built on a Ford chassis, or it is a Winnebago camper built on a Freightliner chassis. In most of these circumstances, the final manufacturer uses the VIN of the chassis manufacturer which will result in the vehicle being incorrectly described by the VINtelligence software. In this instance, the VINtelligence software (and the RMV's Web Service) will return an incomplete vehicle indicator. If this indicator is present, the Service Provider and the Permit Holder should use the VIN of the chassis with the <u>vehicle description from the final manufacturer's MCO</u> to register the vehicle. The make must be one (1) of the valid makes on the RMV make list. Using the examples above, the VIN would be for the Ford chassis with a make of "THOMAS" and a Body Style of "School Bus." Or the VIN for the Freightliner chassis with a make of "WINNEBAGO" and a Body Style of "Autohome." Also note that it is possible to have a chassis that is an older model year than the final vehicle, e.g., a 2019 Ford chassis MCO with a 2020 Winnebago Autohome MCO. In this case, <u>the year of manufacture or model year is the year reflected on the final manufacturer's MCO</u> (2020, in this example). The MSRP should be the cost of the vehicle as delivered from the manufacturer (including any dealer installed options) but exclusive of the transportation charges. The manufacturer's invoice must be included as one (1) of the scanned documents.

For Vehicles that are Registered via an Existing Title, e.g., a Used Vehicle:
In this instance, the RMV recommends the Service Provider has the IEP provide the VIN only. The RMV expects the Service Provider to run logic that detects whether or not a 17-character VIN has been provided and only allows for a non-standard VIN in certain known cases (e.g., a MOPED, construction equipment, or a vehicle older than 1983, etc.). The RMV also expects the Service Provider to run a routine VIN digit check to validate the provided 17-character VIN. The next step is to run the GetVehicleByVIN Web Service inquiry. This will result in one (1) of two (2) outcomes:
1. The vehicle was found on ATLAS. In this case, the Service Provider should use the description returned in the Web Service. Note that the vehicle will already have an MSRP that cannot be changed.
2. The vehicle was not found in ATLAS. In this case, for vehicles with a 17-character VIN, the Service Provider must run the GetNewVehicleByVIN Web Service and follow the same process outlined above for a new vehicle outlined above except for the reporting of the MSRP. The MSRP field is only available for entry for a "new" vehicle. For a vehicle that is used, and/or is being registered via a Title or bill of sale

(trailer), the MSRP field is not available and should be left blank or populated with a 0 (zero) value. For vehicles that do not have a 17-character VIN or a non-standard VIN, the vehicle description must be manually entered.

IMPORTANT: When a vehicle sales price or MSRP is entered incorrectly, this can result in an incorrect Sales Tax calculation and/or Excise Tax bill amount being charged to the customer. The Service Provider must enable a stopper or safeguard in their system/UI to prevent this from occurring.

EVR Eligible Transactions

The EVR Program enables Permit Holders to remotely conduct most registration and title transactions as noted in the list below. Proposed new transactions planned for implementation are added, when applicable:

- Register and Title new or used vehicles, including plate issuance
- Transfer registration/plate to a new vehicle
- Renew registrations (Dealers may only do renewals when they are associated with another transaction on this list)
- Cancel registration/plate
- Reinstate a suspended and/or revoked registration
- Verify Registration Insurance
- Salvage Title
- Title Only
- Remote Title Printing
- Dealer Payoff
- Salvage Payoff/Junk
- Reactivate a Registration
- Plate Reassignment (must involve a lease)
- Registration Only
- Transfer a plate between two vehicles (aka summer/winter plate swaps)
- Register a previously Titled vehicle
- Transfer a vehicle to a Surviving Spouse
- Request a Duplicate Title
- Request a Duplicate Registration
- Request a Memorandum Title
- Non-Resident Short-Term Registration
- Amend a Registration
  - Vehicle color
  - Fuel type
  - Total Gross Weight
  - **Registered Weight (RW)**
  - US DOT
  - Address – garage
  - Insurance

Process (owner) address changes (Dealers may only process address changes when they are associated with another transaction on this list) and add an individual owner (only when associated with another transaction on this list).

EVR Processing a New Registration and Applying for a Title

Below is a list of the steps necessary to process a New Registration and Title application. Most of the other transactions have a flow that is similar to this transaction. Thus, only this transaction is presented in this manual. Note that a Get Ready transaction uses the same basic flow through step 5, at which point an RTA Form is printed with a bar code imbedded on it. When the customer or runner takes this to the RMV Service Center, the processing clerk will scan the bar code and essentially pick-up the transaction at step 6. To register a newly acquired new or used vehicle from an EVR Permit Holder:

1. The Individual EVR Participant electronically enters information required to submit an EVR request to validate a new Registration and Title Application (RTA Form). This is essentially completing the RTA electronically and subjecting the entries to all of the RMV edits. Note that by using the provided RMV inquiries, the data necessary to enter the owner and vehicle description can be obtained from the RMV. Upon completion of this process, the RMV will return a PDF of a completed and validated **Registration and Title Application (RTA Form)** along with the estimated fees. The Individual EVR Participant prints the form for the customer to verify the information on the application. For additional guidance, review the **RTA Form Instruction Guide**.

2. After verifying the information, the customer signs the application.

3. If a dealer is processing the transaction, they will send a copy of the signed **Registration and Title Application (RTA Form)** along with a copy of either the Certificate of Origin or the previous owner's Certificate of Title to the customer's insurance agent or company. Alternatively, an electronic copy of the filled and validated **Registration and Title Application (RTA Form)** can be transmitted to the customer's insurance agent and the insurance agent or company can electronically associate an electronic stamp (eStamp) to the application. The "stamped" RTA Form is returned to the dealer. If the agent is processing the transaction, the form is electronically stamped with the insurance certification.

4. If the sale is by a registered Massachusetts Dealer, the customer will pay a 6.25% Sales Tax based upon the net (less trade-in(s)) sales price paid. If the transaction was a casual sale, a purchase from a private party, the vehicle Sales Tax is calculated as 6.25% of the actual purchase price or 6.25% of the NADA average trade-in (book) value, whichever is higher.
   NOTE: Dealers cannot process a casual sale transaction.

5. Acceptable evidence of the purchase price paid includes these documents:
   a. For the purchase of a new or used vehicle from a Dealership, it is required to have a completed purchase contract that clearly shows the price paid or a properly assigned Certificate of Title that clearly shows the price paid in a space provided for such information.
   b. If the vehicle was purchased from a private party, a properly assigned Certificate of Title that clearly shows the price paid (in a space provided for such information). If the vehicle does not have a Title this transaction has to be processed at a Service Center and a proof of ownership is required. If the Certificate of Title does not have a space provided for sales price information a Bill of Sale is required that clearly shows the price paid.

6. The Individual EVR Participant will scan and tag all of the documents associated with the transactions (called a Document Portfolio). The Document Portfolio is retained at the Permit Holder's location for ninety (90) days. On the 91st day (or on a periodic schedule), the EVR system will prompt the Permit Holder to have the original documents shredded by an authorized vendor and to record the fact that the shedding has occurred on ATLAS. The Permit Holder must retain copies of the original paperwork for one year although this can be off site. These copies of the

original paperwork must be available to the RMV upon request within two (2) business days. **NOTE:** The suggested order of scanning documents is as follows: RTA Form, Title, P&S, window sticker (Monroney label), if applicable, and Tax Exemption, if applicable. All of these documents must be tagged. The rest of the supporting documents can be in a bundle and scanned together.

7. The Individual EVR Participant will assign the Registration Plate as follows:
    a. If the physical plate is in Inventory, select and assign the plate. Note that for Passenger Plates, the ending digit will determine the expiration month and the registration fee.
    b. If the physical plate is not in the Permit Holder's Inventory or if the Permit Holder does not have any Plate Inventory but the plate is one the Permit Holder is allowed to assign, indicate the type of plate the customer is requesting.
    c. When the transaction is processed, ATLAS will assign a twenty (20) calendar day Temporary Plate number. This plate number is random and does not reflect the final plate number. ATLAS will also create a Work Item for the RMV to pull the physical plate from the central RMV Plate Inventory, assign it to the registrant, package and mail the plate decal and new Certificate of Registration that reflects the new plate number.

8. The Permit Holder processes the transaction and collects the applicable fees: Registration (including any special plate fees), Title and Sales Tax (including interest and penalties, if applicable).

9. The Permit Holder prints and provides the registrant/customer with the Certificate of Registration, RMV Fee Receipt and (if applicable) the Temporary Plate and associated plate sleeve.
    *   **NOTE:** If the registrant/customer receives a temporary registration, the Certificate of Registration will reflect the temporary twenty (20) day registration number. This registration form, as well as the Temporary Plate, will also be available on myRMV to be reprinted as long as the Temporary Plate is active. The registrant can also request an extension of the temporary registration on myRMV if they have not yet received the permanent registration and plate.

10. State law requires all vehicles to undergo a safety and emissions inspection within seven (7) calendar days of registration.

Get Ready Registration and Title Application (RTA Form) Insurance Date/Effective Date Completion

Effective January 2023, the following system changes have been implemented in the ATLAS system. These changes require the completion of both of the following fields on the form.

NOTE: These date entries may require updates to the Service Provider's UI to accommodate completion of both fields.

The **Registration and Title Application (RTA Form)** must include date entries in the **Effective Date of Insurance (K3)** and the **Policy Change Date (K5)** fields. Completion of both of these fields is also enforced by clerks at the RMV Service Centers.

RMV Business Rules
*   If a carrier code is present, the **Insurance Verified Indicator** must be set to "Y."
*   If the **Insurance Verified Indicator** = "N," then insurance company code and insurance Effective/Change Dates are not required.

- If the **Insurance Verified Indicator** = "Y," the insurance company code is required, and both the Change Date and Effective Date are required in order for the transaction to process. In addition, the Insurance Change Date must be equal to or later than the Policy Effective Date and both the Change and Effective Dates cannot be future dates (this means a Policy Effective Date cannot be a future date). Finally, the Change Date cannot be more than thirty (30) days in the past.

Transaction Effects

For Get Ready transactions (and most of the transactions that result in a .PDF (printed) RTA Form):

- If the Insurance Indicator is set to "N," then the insurance section (K) of the RTA Form will be blank and must be manually completed or supplemented with a Standalone Insurance Certificate/verification.
- If the Insurance Verification is set to "Y," both dates must be present and meet the edits as noted above. For the Registration transactions that produce a .PDF of the RTA Form, this will result in an RTA Form being rendered with all of Section K being completed.

For the Verify Insurance Transaction

- If the Insurance Indicator is set to "N," the transaction will fail.
- If the Insurance Indicator is set to "Y," both dates must be present and meet the edits above. Typically, this transaction is associated with an insurance Reinstatement transaction that has two (2) basic scenarios:
    - The original policy was cancelled, and the registrant/insured has gone to a new carrier, or the old carrier is writing the insured a new policy. In this case, it is likely that the Policy Effective Date and Change Date are one and the same.
    - The original policy was cancelled but is being reinstated. In this case, the Policy Effective Date is the original Policy Effective Date, and the Change Date is the transaction date.
    - Note that in both of these scenarios, if the Change Date precedes the Revocation Date for the registration, the registrant will not owe the $50 reinstatement fee.

For the Registration Renewal Transaction

There are two (2) types of Registration Renewals: those registrations that require an Insurance Stamp because there isn't an active policy on file at the RMV and those that do not, which are the vast majority. For registrations that require an insurance verification, these are noted in the Registration Renewal Details portion of the GetRegistrationRenewalDetails Web Service. In these cases only, the Insurance Verification Indicator must be set to "Y" or yes. Otherwise:

- If the Insurance Indicator is set to "N," the transaction will process.
- If the Insurance Indicator is set to "Y," (reflecting the Insurance Stamp required case), both dates must be present and meet the edits above and the Renewal will process.

Registration and Title Application (RTA Form) Printing

The RMV provides two (2) slightly different RTA Forms that depend on whether or not the transaction is a Get Ready transaction or a full EVR transaction.

For **Registration and Title Application (RTA Forms)** generated as part of a Get Ready transaction, the RMV will mask/obfuscate the following fields:
- Driver's License Numbers

- Federal Identification Numbers (FEINs)
- Social Security Numbers (SSNs)

For an RTA Form that is generated as part of the EVR process, we do not obfuscate any of the fields. The reasoning behind this is the RMV assumes the RTA we provide for Traditional EVR is a "secure document" and will be treated as such, e.g., if it is sent to someone outside of the EVR Permit Holder's locations, it will be done in a secure manner. Additionally, the assumption is this RTA will be processed by the EVR Permit Holder. This, in contrast to the Get Ready RTA Form, which is not secure, we assume it will be sent to the registrant using insecure processes (like an email) and that this RTA will end up being processed at one of our Service Centers. The question has arisen of what happens if a Permit Holders will take the "secure" RTA Form and sends it to the registrant via some insecure method for processing in a Service Center.

The RMV's position is as follows:
1. The workflow as defined is clear, if the RTA Form is going to be processed in a Service Center, it should be done as a Get Ready transaction. If it is going to be processed by the Permit Holder, it should be processed as a Registration and Title transaction.
2. The security of the RTA Form and any other documentation that contains the customer's personal information is the sole responsibility of the Permit Holder.
3. If a Permit Holder chooses to expose the customer's personal information by any method, they are in violation of at least the Permit and of Driver Privacy Protection Act (DPPA); (18 U.S. Code 2721).
4. It is incumbent upon the Service Provider to design their systems in a manner that, to the extent possible, enforces this workflow.

Gross Vehicle Weight Rating (GVWR) and Registered Weight (RW) for Commercial and Trailer Registrations

When Commercial vehicles and Trailers are registered, fees are calculated based on weight. The 2 (two) terms that are used when it comes to determining the weight are as follows:
- **Gross Vehicle Weight Rating (GVWR):** The maximum weight of the vehicle as determined by the vehicle manufacturer. This includes the weight of the vehicle or trailer itself plus all of the passengers and cargo it is capable of carrying.
- **Registered Weight (RW):** The total weight the vehicle is being registered to legally carry and must include the weight of the vehicle and all of the expected passengers and cargo. The Registered Weight cannot exceed the GVWR. The Registered Weight is the weight that will be referred to when the vehicle is weighed at a roadside stop to determine whether or not it is overweight.

NOTE: The Registration and Title Application (RTA Form) item/section B12, labeled Total Gross Weight (Laden), is synonymous with the term Registered Weight (RW).

When a vehicle that is new to ATLAS, and is registered for the first time, the RMV uses the VIN decoding tool, VINtelligence, to decode the VIN and determine the GVWR. Generally, the VINtelligence tool will not be able to decode VINs for trailers. Therefore, there will be instances where the GVWR cannot be determined and is zero (0). In these instances, the EVR End User should enter the requested RW as the GVWR.

If the EVR End User encounters the situation where the vehicle already has a GVWR that the registrant is indicating is incorrect, they can amend the GVWR as long as:

- The registrant has provided a picture of either the door jamb or the VIN plate listing the GVWR. In this case, the EVR End User is authorized to amend the ATLAS GVWR to reflect the GVWR as listed on the door jamb or VIN plate.
- The provided picture is scanned as part of the transactions document image portfolio.

Pseudo VINs/Trailers: If the trailer being registered is homemade and does not have a VIN, then in the ValidateRegistrationOnly transaction in the Vehicle Data Block, the Pseudo Trailer VIN Indicator must be set to "Y," the Vehicle Type and Body Style to "trailer," and the Vehicle Make to HMDE. The RMV will create a Pseudo VIN to uniquely identify that trailer and that VIN will be passed back in the response record. Note that if the trailer has a GVWR in excess of 3000 lbs., it must be titled and go through the process to obtain a Massachusetts-assigned VIN. See **Massachusetts-Assigned Vehicle Identification Number (VIN)** for additional details.

Titles

A Certificate of Title is a legal document showing proof of ownership. Massachusetts Title law requires all motor vehicles and trailers over 3000 lbs. to be titled within ten (10) days of purchase. This applies to both new and used vehicles purchased from either a Dealer or private party (casual sale), with the exception of vehicles exempt under Chapter 90D, Section 2. In addition, the vehicle must be registered if it is going to be operated on a public road.

If the vehicle owner has obtained a loan to purchase the vehicle, the lienholder will be recorded as part of the titling transaction. In this instance, the Title is:
- For the case where the lienholder is electronic, a message is sent to the lienholder that confirms the Title transaction. When the lien is satisfied, the lienholder sends an electronic lien release notification to the RMV so indicating. The RMV will then print the Title and send it to the owner unless, as part of the lien release notification, the lienholder has indicated the Title should be sent to another location.
- For the case where the lienholder is manual, the Title is printed and sent to the lienholder. When the lien is satisfied, the lienholder must so indicate on the physical Title and mail it to the owner.

NOTE: If the owner fails to Title a vehicle and pay the associated Sales Tax by the twenty first (21st) day of the month following date of purchase, this may result in the assessment of substantial penalties and interest.

4

Technical Requirements

This section identifies the requirements and formats necessary for implementation of the EVR Program. EVR uses a Web Services interface hosted by the RMV's ATLAS system. All transactions must originate from the Service Provider in the form of a request. The ATLAS system will provide a response for each request it receives. The ATLAS system uses a REST Web Services to facilitate transactional requests and responses.

EVR System Architecture

The system architecture of EVR consists of three components:
* The RMV, which receives an EVR Transaction.
* The Service Provider, which originates an EVR Transaction.
* The resources, Web Services operations, and data requirements as defined and exposed for use from a REST Web Services endpoint hosted by the ATLAS system.

REST

Acronym for "REpresentational State Transfer." Web Services standard that exposes internet resources to facilitate transmission of requests sent to the ATLAS system. REST leverages standard HTTP methods (e.g., GET, POST) and status codes (e.g., 400, 500).

JSON

Acronym for "JavaScript Object Notation." JSON is the file format used for data passed in the EVR REST Web Services. JSON is used to transmit data objects consisting of attribute-value pairs and serializable values (e.g., array data types) in a human-readable text format. All request and response data transmitted via the EVR Web Services is in the JSON format.

YAML

Acronym for "YAML Ain't Markup Language." A superset of JSON, YAML is used to build EVR Web Services files to assist developers with implementing the EVR Web Services. YAML files define the operations (resources) available from the REST Web Services endpoint, the fields necessary to perform a request, the fields provided in a response, example data, valid field values, HTTP methods for invoking an operation, and HTTP status codes returned from each operation. YAML files can be used to import operations and field requirements into supported programs and applications for ease with initial implementation of a REST Web Services endpoint.

Permit Holder Electronic Communication Requirement

Each Service Provider must be able to receive Email messages from the RMV and must be able to rebroadcast the message to all Permit Holders.

System Upgrades

As the RMV's business requirements change, software upgrades may be required to support operational changes. If this occurs, an RMV technical liaison will coordinate system upgrades with the Service Provider's Technical Director. The Service Provider must upgrade its software to support RMV's business needs within a finite time, i.e., 30, 60, 90 days, as defined by the RMV. The Service Provider must keep its software current and equal to the current version running at the RMV. All Permit Holder locations must also be running on the same version of software. Exceptions to this rule must have prior approval by the RMV.

Enrollment and Business Testing

The system architecture of EVR consists of three components:

The section outlines the process for enrolling in the EVR Program and for Business testing from a technical perspective.

Enroll in the EVR Program

Once a Service Provider has been approved for participation in the EVR Program, the RMV requires that all participants complete and sign an Agreement for Access to Records and Data (Access Agreement). The Access Agreement must be signed by an authorized signer of the Service Provider's business. The Access Agreement and other required documentation can be found in the **EVR Documents** section of the **ATLAS RMV Business Partners Website**.

All participants are required to submit the documentation listed above. Note that for security reasons, the RMV will not grant access to the technical documentation prior to the submission and approval of the completed forms.

The following required documentation must be submitted to the EVR Program Coordinator in order to participate in the EVR Program:
1. Access Agreement.
2. RMV Business Partner Contact Form.

Program Contact

All inquiries, both administrative and technical, concerning the EVR Program should be directed to:

EVR Program
MassDOT - Registry Division
25 Newport Ave., Extension
North Quincy, MA 02171
Email: MassDOTEVRDEPT@dot.state.ma.us

System Access and Business Testing

Once the required documentation has been submitted to the RMV and approved, users will be contacted by the RMV. Note that the Service Provider will have access to both the RMV Web Services Transactions and to the ATLAS Business Portal. The Business Portal reflects RMV records as they appear in the test and production systems.

Step	Business Portal	Web Services
1.	Portal credentials will be sent to each End User via secured email.	Technical documentation is available on the **RMV Business Partners Website**. The technical area has the **Web Services** specifications, data dictionary, and error codes.
2.	Log into the **Business Portal** using the secured link provided by the RMV. **NOTE:** For **Business Portal** access and authentication questions, email: **RMV-DL-ISSecurity@dot.state.ma.us**.	Review the **RMV Business Partners** page.
3.		The RMV configures user information to our application and advises when the connection will be enabled.
4.		Access will be given to the user for testing connectivity (Smoke Testing).
5.		Service Provider undertakes transaction testing against a full volume test file.
6.		Service Provider undertakes a series of RMV designated transactions as an Acceptance Test. After successful testing, the RMV requires the Service Provider to complete an Attestation Form confirming successful testing.
7.		Once the RMV receives the Attestation Form, production access will be granted, and credentials will be issued.

NOTE: For cases where the Service Provider is implementing a change to their software or for instances where the RMV has made a change that requires the Service Provider to re-test with the RMV, steps 5-7 must be followed.

New Regulation - Work and Family Mobility Act (WFMA)
The Registry of Motor Vehicles (RMV) has new certification requirements related to the disclosure of RMV records under Section 7 of Chapter 81 of the Acts of 2022, An Act relative to work and family mobility, commonly known as "WFMA."

This new law, effective July 1, 2023, expressly prohibits the RMV from disclosing records related to an applicant for a Massachusetts permit or license, or related to the holder of a Massachusetts Driver's License, except as required by federal law or as allowed under regulations promulgated by the Massachusetts Attorney General's Office ("AGO").

For additional information, review **https://www.mass.gov/guides/work-and-family-mobility-act-wfma** and **WFMA FAQs**.

Certification
The following Certification must be placed on the Service Provider's system, so it is visible to any Permit Holder or Individual EVR Participant (IEP) accessing the RMV's records:

Certification effective July 1, 2023
In accordance with Section 7 of Chapter 81 of the Acts of 2022, and regulations in 940 CMR 37.00, you are not permitted to access or use these records for the purpose of enforcing federal immigration law or to provide information to an agency that primarily enforces immigration law, unless the Registrar is provided with a lawful court US Constitution.

You certify under the pains and penalties of perjury, that before any such access or use of said records, you shall not:
1. Use such records or information for the purpose of enforcing federal immigration law; or
2. Disclose said records or information to any agency that enforces immigration law or to any employee or agent of any such agency, unless the officer, employee, agent, or contractor is provided with a lawful court order or judicial warrant signed by a judge appointed pursuant to Art III of the US Constitution:
3. Allow any End Users to access said records or information unless they shall certify compliance with subparagraphs (1) and (2)

Violation of this certification and/or policy shall be unlawful. The Registrar shall immediately deny or revoke access to information to any individual or entity that the Registrar has reason to believe will or has violated such certification.

By logging in, and accessing RMV data and records, I certify under the pains and penalties of perjury that I will comply with the above requirements.

Registration Plate Processing

Plates

This section describes the process where an EVR Permit Holder can either issue a registration along with the physical plate or issue a registration for a plate they do not have in their Inventory. In the case of an EVR Lite Permit Holder who does not have any Plate Inventory, they would follow the latter or Temporary Plate process. The Temporary Plate process is applicable to all the plates, as noted in the **Plate Type Security Chart** **(Appendix B)**. The Temporary Plate process can also be used to address the scenario where the Permit Holder has run out of plates they normally have in stock. The list in the **Plate Type Security Chart** will periodically change as the RMV is adding 1-3 new Charitable plates per year. For those locations that are authorized to have Plate Inventory, the RMV requires that the Service Provider maintain a re-order point of 20% of the monthly average of plate issuance by plate type. Once the reorder point is reached, the Permit Holder must order additional plates within three (3) RMV Business Days. If the order has not been placed by the fourth (4) RMV Business Day, the Service Provider must disable any transaction processing for the Permit Holder, excepting new plate orders and plate receipts, until the plate order has been placed.

Issuance Process

The Individual EVR Participant must enter a Plate Type and code as noted in the **Plate Type Security** document, which denotes the specific plate the customer has requested. This can be included with the initial RMV request transaction but must be part of the final RMV update transaction. If the Permit Holder needs the estimated fees to reflect the Special Plate fee, the initial request must contain the correct Plate Type.

If the Permit Holder has an Inventory of plates, they would provide the next plate number from their Inventory as part of the transaction. In this case, the RMV document payload will contain a registration document with the plate number noted on it, this is provided to the customer/registrant (along with the plate) as their permanent registration.

When a plate is being issued that the Permit Holder does not have in stock (which for EVR Lite users would be every plate issuance) the Permit Holder will provide the plate type for the plate they want to issue. The RMV will, at the conclusion of the transaction and with the document payload, send the Service Provider the temporary registration document and a Temporary Plate PDF. The Permit Holder will print this document on standard 8.5 x 11 paper and insert it into an RMV provided sleeve. The plate/sleeve combination will be mounted on the rear of the vehicle where the normal license plate would be mounted. The Temporary Plate will be valid for twenty (20) days and includes, in addition to the plate number and expiration date, specific vehicle information. In addition, the Certificate of Registration and RMV Fee Receipt will also reflect the temporary registration number and will be printed by the Permit Holder.

The Temporary Plate number and expiration date are recorded in ATLAS and is available to any authorized user in the same manner as any other vehicle registration. This registration and plate can be used to obtain an inspection; other Business Partners can post insurance policies, non-renewal actions and owner citations against this registration record.

RMV Process

When the Temporary Plate record is created in ATLAS, it also creates a Work Item for the RMV to identify and physically pull the Charitable Plate for processing and mailing to

the registrant. The RMV will process a Registration transaction for the Charitable Plate number with an advance effective date equal to the Temporary Plate's expiration date. A new Certificate of Registration will be created, and the plate, decal, and the Registration will be mailed to the registrant's or lessee's mailing address.

If the permanent plate is not received within seventeen (17) calendar days of the issuance of the Temporary Plate, the customer must apply for an extension. Extensions of a Temporary Plate may be applied for on **www.mass.gov/myRMV** by the customer. If the extension is granted, the customer will have to print the new Temporary Plate and replace the old one with the new plate. Reproduction of the Temporary Plate is prohibited by a customer or other entity.

Inventory Control

This section describes the process of Inventory ordering, distribution, receipt and assignment by the Permits Holder and the Inventory Reconciliation process by both the Permit Holder and the Service Provider with the RMV.

General Requirements
In the case where Permit Holders will be maintaining a license Plate Inventory, the Service Provider must have an automated Inventory system. This system must track the physical location of all RMV Inventory and:
- Track license plates by registration number, and decals/Temporary Plate sleeves by quantity.
- Track the issuance, deletion, and return of plates, decals, and sleeves.
- Include reason codes or fields explaining the return or deletion of plates, decals, and sleeves.
- Reconcile license plates at least monthly between the Permit Holder, the Service Provider, and the RMV.
- Maintain a plate reorder point of twenty percent (20%) of the average monthly volume by plate type. (Typically, a reorder point of 20% is achieved when the last available plate box is opened.)

Service Providers are responsible for identifying, investigating, and reporting to the RMV all Inventory and decal discrepancies. If misuse occurs, a written report must be made to RMV Program Manager by the Service Provider and the Permit Holder. The Program Manager of the EVR Program will then review this report and determine if further action is needed.

All accountable items are to be placed in Permit Holder secured areas and remain secured at all times. Stored accountable items are to be accessible and distributed by Permit Holder management and supervisory personnel only. If any RMV Inventory is missing, stolen, damaged, or duplicated; it must be noted in the Service Provider's Inventory System and reported to the RMV immediately.

Types of Inventory
There are two (2) types of items that are managed by the ATLAS Inventory System:
- **ID-Based Inventory:** Tracked items or items that have a unique identifier and are tracked individually, which for the EVR process, is exclusively license plates.
- **Quantity-Based Inventory:** General items or items that do not have a unique identifier and are not tracked individually. This category includes the various year decals and Temporary Plate sleeves.

This section outlines the processes associated with ordering, shipping, receiving, issuing, reconciling, and auditing these items.

Once the Permit Holder is approved, the Service Provider must either add the Permit Holder to their existing shipping account or ensure the Permit Holder has obtained their own shipping account. In this manner, the Permit Holder is identified in a way that will allow the requested plates to be shipped directly to the Permit Holder.

Ordering Process
The steps in the Inventory Ordering process are provided below.
1. When the Permit Holder needs to order supplies, they initiate an Inventory Request transaction through the Service Provider. In addition:
   - Permit Holders are allowed to have normal Passenger, Commercial, Motorcycle (if applicable), Trailer (if applicable), and Electric Vehicle Plates.
   - Permit Holders can assign Charitable Plates via the Temporary Plate process outlined above.
2. Service Providers send the Inventory Order Transaction to the RMV. This transaction will indicate the number of boxes of plates they would like to order by plate type/expiration month.
   - **Box Quantities (Quantity Per Unit):**
     o Commercial: 25
     o Livery Normal: 25
     o Motorcycle Normal: 50
     o Passenger Normal Red: 27
     o Electric Vehicle: 27
     o Trailer: 50
   - **NOTE:** For a complete breakdown and additional Inventory details, view the **[EVR Web Service Data Dictionary](#)**.
3. Permit Holders can order decals by expiration year and quantity and Temporary Plate sleeves by quantity.
   - Once the order is placed, the RMV responds with a confirmation message that includes an order number. The Order Status is now "Ordered." (The order is tracked in ATLAS by Order Number.)
4. ATLAS creates a Work Item for the warehouse (status is now "Created") and the RMV warehouse representative will access ATLAS and print the orders the Permit Holders have entered.
5. The fulfillment warehouse representative assembles the order (status changes to "fulfilled" in ATLAS) and ships it via UPS to the Permit Holder.
6. Once shipped, the warehouse representative will note by order number both the fulfillment and shipping dates in ATLAS; the Order Status is now "In Transit."
   - Permit Holders may have the ability to track the status of an Inventory Order by initiating an Order Status Request through the Service Provider.

IMPORTANT: The UPS tracking number is not available in ATLAS; the shipping details after the Status moves to Shipped is not available in ATLAS after the Inventory leaves the warehouse. The Permit Holder should contact their Service Provider for the UPS tracking number details.

NOTE: A Web Service operation will be available to request the current status of an Inventory order, as tracked in ATLAS (this is the ATLAS Order Status, not the shipping carrier's status). This service is optional and is up to the Service Provider to utilize and make available to their Permit Holder Locations.

Order Receipt

When the order is received by the Permit Holder, they will receive the order by entering the order number and order particulars (plate type, beginning/ending number for each box of plates or scan the bar code) into the Service Provider's Inventory System. This should be done within one (1) business day of receipt of the order. This entry will generate the actual license plate numbers that are present in the box in the Service Provider's Inventory System. The Service Provider will send the Inventory Order Confirmation transaction to ATLAS that indicates/acknowledges the order-by-order number and the specific shipments that have been received. Any necessary adjustments for either the Permit Holder or ATLAS will be made manually; any discrepancies can be addressed through the Inventory Reconciliation process. At this juncture, the status will indicate the Inventory as "Available."

NOTE: Although quantity-based Inventory, such as decals, Temporary Plates, or Plate Sleeves, is noted differently in ATLAS than ID-based Inventory (such as plates), quantity-based Inventory orders should still be noted as received, as described above.

Transaction Processing

As each Registration transaction is processed by the Permit Holder, the Service Provider's software will assign the next available plate type and plate, taking into account the ending month and the available plate numbers in a manner that results in a twenty-four (24) month registration. If no plate is available that will result in a 24-month registration, the next closest is issued, which typically results in a thirteen to twenty-three (13-23) month registration. As the transaction is completed and acknowledged, the RMV will decrement the ATLAS Inventory for the specific Permit Holder and the specific plate type/number issued.

NOTE: For Passenger Plates (except Vanity Plates) the last numeric digit determines the expiration month, and that month is embossed on the plate in the upper left-hand corner. Passenger Plates can have expirations from 13-24 months, generally the goal is to provide as long a registration period as possible. Thus, from February through November, one issues plates one digit less than the current month. For example, in April (month 4), one would issue plates that have a "3" as the ending digit. This would provide the customer with a registration that is active from whatever day in April the vehicle is registered through the end of March two years in the future or 24 months. During the months of December and January, the RMV will direct Permit Holders to issue plates from another month. The selection of the specific month is based on the quantity of registrations that are expiring in that month in an attempt to keep this somewhat even.

If the Permit Holder encounters a plate that is damaged, not present in the box (lost) or stolen, they will record this in the Service Provider's Inventory System and the Service Provider will send an Update Plate Status transaction to ATLAS so noting and ATLAS will record the reason and decrement the ATLAS Inventory. The ATLAS Inventory Status will reflect the status reported by Permit Holder user, e.g., damaged, missing, etc. If the Permit Holder encounters a plate that is damaged, not present in the box (lost) or stolen, they will record this in the Service Provider's Inventory System and the Service Provider will send an Update Plate Status transaction to ATLAS, so noting and ATLAS will record the reason and decrement the ATLAS Inventory. The ATLAS Inventory Status will reflect the status reported by the Permit Holder.

NOTE: The EVR Returned Inventory Status should be used when a location is advised by the EVR Department or EVR Compliance Officer to do so. The EVR Compliance

Officer will instruct the Permit Holder to update the status in their software.

Reconciliation

At least monthly, the Service Provider will initiate a process with the Permit Holder to reconcile the physical Inventory of plates and decals at the Permit Holder's location with the Inventory as recorded on the Service Provider's system. The Service Provider may also validate and review Inventory by using the ATLAS Inventory Manager.

Once this is completed, the Service Provider will initiate the Inventory Reconciliation process by Permit Holder. In order to accomplish this task, the Service Provider will initiate a transaction (GetInventoryList) that will extract all of the plates the RMV currently has in Inventory for that Permit Holder. This should balance with the Service Provider's Inventory Record. If it does not balance, the Service Provider can also initiate a transaction that will provide all of the plate adds and deletes for a specific time period. This can be matched with the Service Provider's record to identify any discrepancies and when they occurred. The RMV recommends the Service Provider reconcile with the RMV at the same time they reconcile with the Permit Holder. Adjustments to the ATLAS Inventory will be made either by utilizing transactions that allow for Inventory to be identified as lost, damaged, stolen etc. or, for unusual cases, via written communications and a manual adjustment entry by RMV staff.

For assistance with or questions regarding Inventory Reconciliation, the Service Provider may call RMV Business Support or send an email to:
RMVPlateInventoryMgmt@dot.state.ma.us.

Audit and Review

Periodically, but at least quarterly, an RMV Compliance Officer will visit and review the business process at a Permit Holder's location. As part of this visit, the Compliance Officer will access ATLAS and identify a list of plates that should be in Inventory. Using this list, they will review the plate and decal Inventory on hand at the Permit Holder manually noting any discrepancies. Other than this manual review, there is no other manual or automated process that balances the Plate Inventory with the RMV.

License Plates

License plates must be inventoried in the following manner:
- Location - Permit Holder Name
- Plate Type – The type may vary by Permit Holder depending on the vehicles types they sell, but generally: Passenger Normal (PAN), Electric Vehicles (PAS), Commercial Normal (CON), Motorcycle Normal (MCN), and Trailer Normal over 3000 lbs. (TRN)
- Month
- Status - (Available - Missing – Damaged)
- Date - (Ordered - Received - Issued)
- User ID

The Service Provider and the Permit Holder must have the ability to Inventory all license plates at the Permit Holder's location. In addition, the Service Provider and the Permit Holder must also be able to produce the license Plate Inventory report for auditing purposes whenever requested. The Permit Holder is accountable for the license Plate Inventory at all times.

It is highly recommended that the automated Inventory be flexible enough to permit a bulk addition of plates into the Inventory and allow the issuance of those plates across

subsequent months without the need to modify the Inventory.

For assistance with or questions regarding Inventory, the Service Provider may call RMV Business Support or send an email to: **RMVPlateInventoryMgmt@dot.state.ma.us**.

Documentation
The following Inventory Control documentation is required:

- Documentation of Both the Receipt of the Plate from the RMV and Recording Same in the Service Provider's Inventory System:
  Tests may be conducted to ensure that documentation is maintained indicating that RMV Accountable Items were received and recorded in the Service Provider's Inventory System in a timely manner.

- Documentation of Specified Physical Inventories:
  Physical inventories are required for current and obsolete RMV Accountable Items. Documentation must be available to verify that the physical inventories of RMV Accountable Items were taken and reconciled with the Service Provider and the RMV at least monthly.

- Documentation for Missing, Damaged, Voided, and Stolen Accountable Items:
  Documentation must be in place that shows that all RMV Accountable Items that were coded as missing, damaged, voided, or stolen are accounted for.

Paperwork Collection and Retention

This section describes the process for collecting and scanning the original paperwork, storing the originals on the Permit Holder's location and the eventual destruction of those documents.

1. Overview
The following reflects the required paperwork/documents for any new vehicle Registration and/or Title transaction (including a Salvage Title). A completed set of documentation associated with an individual transaction is referred to as a Document Portfolio. The Permit Holder and its Individual EVR Participants must scan the Document Portfolio as part of and prior to the completion of any EVR transaction. The Service Provider is required to validate the presence of the Document Portfolio and that the specified documents have been tagged as to their identity as part of the EVR transaction. The Service Provider is also required to deliver the Document Portfolio to the RMV as part of the Registration transaction payload. The Permit Holder will retain and eventually destroy the original documents.

2. Document Portfolio Requirements
All of the documents noted below must be present, scanned, and tagged in order to process the identified EVR transaction.

New Registrations Transactions Portfolio
1. Original Registration and Title Application (RTA Form), with the signature(s) of the registrant (tagged).
2. Proof of Ownership, such as a Certificate of Origin or Title (tagged).
   - **NOTE:** The following are examples of other supporting documents that may be required; Document Portfolio requirements will be documented separately.
3. Stamped Registration and Title Application (RTA Form) from the insurance agent or company (tagged) **(Dealers only)**.

4. Letter of Correction, if required.
5. DRT-1 Form (tagged), if required.
6. Photocopy of Purchase and Sales Agreement (tagged) **(Dealers only)**.
7. Photocopy of Driver's License **(Dealers only)**.
8. Power of Attorney documentation (if required).
9. Proof of trade (if required) - such as copy of old Certificate of Registration, Title, or Vehicle Inquiry.
10. Sales Tax Exemption form (tagged), if required. (Exempt Organization requires a copy of ST2 Form, MVU-24/Gift Form (Agents only), MVU-26/Family form, MVU-27/Inheritance Form, MVU-33/Disabled Form.)
11. Plate Inquiry (for transfer of plate).

For Registration Renewals Transactions Portfolio
1. For Permit Holders that are not insurance agents or carriers, a stamped Registration Renewal Application (RMV-2) or RTA Form with signatures (tagged)
2. Original Plate Inquiry.

For Registration Cancellations Transactions Portfolio
The Permit Holder must obtain a signed Plate Cancellation Form in order to process a cancellation. This form does not need to be scanned and must be retained on sight and destroyed as specified.

Retention:
The originals must be securely retained on-site for at least ninety (90) days and until destruction is authorized via ATLAS.

3.   Document Processing and Submission
Processing: If the Permit Holder is not an insurance agent, the Permit Holder will print and send the partially completed Registration and Title Application (RTA Form) along with (and depending on the insurer/agent's requirements) the Certificate of Origin or the current title to the agent or carrier. The "partially completed" form must be the new Registration and Title Application, including the owner(s) signatures, with only Section J, Insurance Certification, not completed. The agent or carrier will stamp the Registration and Title Application and return it to the Permit Holder. In these cases, there could be two (2) RTA Forms in the portfolio of documents associated with the transaction, one (1) with the stamp and the other with the signature(s) that was sent to the insurance agent/carrier. At this juncture, the Permit Holder must scan and save both RTA Forms in the Document Portfolio.

The Permit Holder will then initiate sending the EVR transaction which contains both the data associated with the proposed registration and the scanned Document Portfolio. When the transaction is accepted by the RMV, the RMV will acknowledge via the EVR transaction response. This will contain a unique non-sequential identifier that is referred to as transaction identifier, a PDF of the RMV fee receipt and a PDF of the Registration Certificate and, if necessary, the PDF Temporary Plate document. The Permit Holder will print the RMV Fee Receipt and Registration Certificate and present both to the registrant. If the Permit Holder is a dealer or fleet/fleet manager, they will also print the Temporary Plate and install it on the vehicle. If the Permit Holder is an insurance agent, they will print the Temporary Plate document, insert it in the RMV provided sleeve with instructions to the customer to install it on the vehicle.

   a. Document Scanning Standard: Color, 300DPI, two (2) sided documents (scanned

as a single document with multiple pages), in PDF format. The maximum file size limit is 10MB for each document/attachment; recommendation is to keep each document size under 5MB.

- **NOTE:** There is no maximum file size for the overall document portfolio, although users should always keep the document and overall portfolio (file) size to the minimum necessary to meet the standard.

b. **Document Scanning Submission:** The scanned documents must be electronically submitted to the RMV as part of the Registration transaction process, they cannot be retained and scanned at a later time. Certain types of documents require tags to identify the document type as part of the EVR transaction.

c. **Document Verification:** The RMV will employ an automated process that will select a minimum of one percent (1%) of the transactions daily. These, along with the Portfolio Documents, will be reviewed and evaluated by RMV staff for processing accuracy. The results of this verification will be retained in ATLAS and will be available internally for review by RMV administrative and management users. In cases where problems are identified and/or documents are missing, the RMV will contact the Permit Holder for resolution and, if necessary, to obtain the original or a copy of the document(s) in question.

d. **Document Retention and Destruction:**

i. **Original Document Retention Period**: The Permit Holder must securely retain the originals of the scanned documents for at least ninety (90) calendar days and until the Document Verification process described above has been completed. Once the verification has been satisfactorily completed and after the 90 days has passed, on a periodic basis that will vary by the quantity of processed transactions; the Permit Holder will initiate, and the Service Provider will pull the Document Destruction Details to indicate which documents are eligible to be destroyed. This message will be by Permit Holder location and will return the last date documents were destroyed and the current "up to" date of documents that are eligible for destruction.

ii. **Original Document Destruction Timing**: Once it is indicated by the Service Provider's software that the oldest 30 calendar day group of documents is eligible for destruction, shred all of those documents within thirty (30) days.

- As a practical matter, if the document destruction occurs on a monthly basis, on the 120th day, documents that were processed on days 1-30 are eligible for destruction. Permit Holders have until the 150th day to shred the documents. See the attached timeline for a visual illustration of this process.
- No original document can be retained by the Permit Holder for more than 150 days.
- **Appendix C** contains an illustration of the process timing.

iii. **Original Document Destruction Standard**: Once the Permit Holder has received instructions to dispose of the original documents, the Permit Holder must, within 30 calendar days, dispose of these documents in a manner that meets the requirements of MGL Chapter 93i §2. The Permit Holder must use the services of a company that specializes in document destruction (the Permit Holder cannot undertake this process themselves) and the destruction must occur on-site (Permit Holder cannot transport the documents to a destruction company). The Permit Holder must retain a receipt for one year from the company that indicates the date and quantity of the documents that were destroyed. The placing of the documents in a locked shredding container at the Permit Holder's site that is emptied and shredded by document Destruction Company is considered "shredding" for the purpose of the thirty (30) day requirement.

iv. **Original Document Destruction Reporting**: Once the records are destroyed, the Permit Holder will memorialize this by initiating the Service Provider's version of the Document Destruction transaction that will forward the "from/to dates" of the documents that have been destroyed to the RMV. If the Permit Holder has not initiated this message within thirty (30) days, the Service Provider must provide a daily reminder to the Permit Holder that these documents are awaiting destruction.

v. **Document Retention**: The Permit Holder must retain copies of the original documents and paperwork in either a hardcopy or electronic format for 5 years. The electronic copy can be maintained by the Service Provider (or any other Service Provider the Permit Holder has contracted with for electronic storage) on behalf of the Permit Holder. The copies of the original documents must be available for RMV inspection upon request. If physical copies of the documents are retained, they need not be retained on the Permit Holder's site but must be available for RMV inspection within twenty-four (24) hours of such a request.

NOTE: For additional details, view **Electronic Vehicle Registration (EVR) Phase 2 - Document Retention and Shredding Requirements.**

Notification of Fees and Reconciliation

This section describes the process that the RMV and its Service Providers will use to indicate the end of a business day, to reconcile and remit the RMV fees. The RMV, as part of every transaction, provides a detailed record of the fees. **It is incumbent on the Permit Holder to collect the fees as indicated in this record**. The RMV assumes that the Service Provider is tracking and accumulating all of the fees by Permit Holder as the day progresses. At the conclusion of the day, the Service Provider will use this record to reconcile with the RMV and the Permit Holder. This procedure is a separate process from the Electronic Funds Transfer, which is described further on in this section.

Close of Workday

The EVR system is available 24/7 (24 hours a day, 7 days a week). This includes holidays, with the exception of Thanksgiving, Christmas, and New Year's Day. Each calendar day is considered a workday. All work processed for a workday is considered one day of work and must be balanced (closed) at the end of the workday.

At the end of each workday, the Service Provider must issue a request to the RMV to retrieve the Permit Holder transaction fee details. The RMV considers the end of the workday to be 11:59:59pm. The Service Provider can close the business day at an earlier time provided they do not allow any transactions to be processed between the earlier closing time and 12:01am of the following day. Once the Service Provider retrieves the Permit Holder transaction fee details, the Service Provider will be locked out by the RMV from processing any additional transactions for that workday. The Permit Holder transaction fee details contain the details for each transaction that was processed by the Service Provider's Permit Holders and functions as the notification of the total fees due for the business conducted that day.

Workday vs. RMV Business Day
An RMV Business Day is any day the RMV Service Centers are scheduled to be open, generally Monday through Friday with the exception of thirteen (13) holidays. A Workday is any calendar day that a Service Provider and Permit Holder transact business. Fee transactions are reconciled on a workday basis. Fees are transmitted to the RMV on an

RMV Business Day basis. Thus, transactions undertaken on a Saturday or Sunday would be separately reconciled for those two (2) Workdays. The fees for Friday, Saturday, and Sunday would be transmitted to the RMV after 12:01am on Tuesday. **NOTE:** This timing may differ when a holiday falls on a Monday.

Reconciliation

Once the Service Provider has obtained the Permit Holder transaction fee details, the Service Provider must balance their financial records with those provided by the RMV. There should not be any discrepancies between the RMV and the Service Provider; however, if there are, the Service Provider must contact the EVR Program Coordinator at the RMV to resolve those discrepancies. At this juncture, the RMV considers the daily fees reconciled with the Service Provider and expects the total amount to be present in the ACH process described below. However, the Service Provider may not have yet reconciled with the Permit Holder. It is the responsibility of the Service Provider to reconcile with and notify the Permit Holders of any fees that are due.

Automated Clearing House (ACH)

There are two (2) options for RMV and DOR fee collection (referred to as fees), (1) the fees are collected by the Permit Holder or (2) the fees are collected by the Service Provider. In the case where the Permit Holder is collecting the fees, the Permit Holder must maintain an account through which all applicable RMV and Department of Revenue fees are electronically transferred to the Service Provider's central account. Service Providers will work with their Permit Holders to establish a process to transfer the fees to the Service Provider's account. The Service Provider must maintain an account (and the account information must be communicated to the RMV's Director of Revenue Control) that the RMV will pull the reconciled fees from on a periodic basis using an ACH Pull process. The daily reconciliation and the ACH transfer process will work in the following manner:

1. Either:
   a. Permit Holder collects fees for EVR Transactions by cash or check (payable to the Permit Holder) or
   b. Service Provider collects the fees on the Permit Holder's behalf.
2. Either:
   a. Permit Holder verifies fee collection and reconciles their collected fees with Service Provider as part of the End of Day (EOD) process. This must be completed by no later than 11:00am on the next Permit Holder business day.
   b. Permit Holder deposits the reconciled fee amount into a specified account by 12:00am Noon Eastern Time.
   c. Fees deposited into the specified account are swept from the account that night by the Service Provider and deposited into the pre-defined RMV ACH transfer account, or
   d. Service Provider reconciles the fees collected as part of their Close of Day. Process and deposit those fees into the pre-defined RMV ACH transfer account.
3. The RMV will sweep the Service Provider's RMV ACH transfer account on the following RMV Business Day example schedule:
   a. **Day One**: Total all fees and taxes collected from all transactions that day.
   b. **Day Two:** Service Provider will review and reconcile the End of Day (EOD) report.
   c. **Day Three:** Total fees and taxes from Day One will be "pulled" from the Service Provider's bank account via ACH.
   d. **Day Four:** The RMV will verify the total amount from Day One was deposited into the RMV's bank account.

Discrepancies

The process defined above should result in a minimum of discrepancies between the RMV calculated fees, the Service Provider Reconciled Fees and the fees deposited by the Permit Holder. It is possible there are identified discrepancies as part of the Service Provider reconciliation process, the RMV has outlined the cases below as examples with their resolution. Note that the first two (2) reflect the case where the Permit Holder is collecting the fees.

1. The RMV fee amount and the reconciled Service Provider fee amount is greater than the Permit Holder collected from the customer. In this case, the Permit Holder must remit the RMV calculated fee amount to the Service Provider and contact the customer to acquire the additional fee amount. If the customer refuses to pay this additional amount, the RMV will intervene and revoke the registration for non-payment of RMV fees.

2. The RMV fee amount and the reconciled Service Provider fee amount is less than the fee amount collected from the customer. In this case, the Permit Holder must contact the customer and refund the fee difference.

3. The RMV fee amount and the reconciled Service Provider fee amount is less than the fee amount collected from the customer. There are a variety of business situations that can lead to this circumstance, the typical resolutions are outlined below:

   - **Reversal:** The transaction is reversed by the RMV, the date the transaction was processed, and reversal must be the same workday. In this case the RMV will record a credit for the transaction that will be reflected in the workday reconciliation.

   - **Credit:** The transaction is reversed on the day following the process date (a prior day reversal), in this case the RMV will credit the Service Provider/Permit Holder on the workday the credit is processed. The credit will be reflected in that workday's reconciliation. The Service Provider should confirm that the credit amount is offset against revenue taken in on the current business day assuming there are sufficient funds to cover the credit. If insufficient funds are present in the Service Provider's account, then credit is held back until funds are available. Otherwise, the RMV will refund the Permit Holder for the reversals.

   - **Dropped Transaction:** This reflects the case where the transaction was processed by the RMV, but the funds were not collected by the Service Provider because there was an interruption in service during the transaction (e.g., network or application performance issue that resulted in the RMV processing the transaction while the Service Provider did not). If this is caught and resolved (rebuilt) on the same day, the Service Provider and RMV will be in balance for that workday. If it is not resolved on the same workday, the RMV will have more funds to be pulled than the Service Provider. This must be manually addressed by the Service Provider as the transaction has already been processed by the RMV.

It is the Service Provider's responsibility to send the Permit Holder a monthly invoice detailing any fees (if any) associated with the use of the electronic fee collection system the Service Provider has in place.

Credit Card Disputes

Below outlines the high-level process for the handling of credit card disputes and the responsibilities of the Service Provider and the RMV's Revenue Department. Specific details may vary based on the Service Provider's payment/credit card servicer and internal processes.

Service Provider:
- Attempts to recover funds directly from customer.
- The Service Provider makes three (3) attempts to recover funds, at least one through certified letter mailed to customer.
- **Payment collection fails:**
    - Case details submitted to the RMV/MassDOT Fiscal Revenue/Revenue Operations Unit.
    - Service provider provides details of the transaction including:
        - Transaction Type
        - Date
        - Amount
        - Customer contact details:
            - Address
            - Phone
            - Email
        - Credit Card information:
            - First six (6) numbers and last four (4) digits **only.**
            - Payment failure reason.
        - Copies of payment collection correspondence and EVR Service Provider's credit card processor chargeback notification included.
        - Information to be submitted to the following email address: **massdotrevenueoperations@dot.state.ma.us**

RMV Revenue Operations Unit:
- **Chargeback/return payment action** applied to customer account.
    - Failed payment suspension action applied.
    - Letter sent to customer through traceable mail.
- **Collection result:**
    - **Successful Collection:**
        - RMV Transaction fee total returned to EVR Service Provider.
        - RMV retains return payment fee ($15.00) and Reinstatement fee.
        - RMV will not pay EVR Service Provider for any fees they may incur.
    - **Fails/Unsuccessful Collection:**
        - Customer suspension action goes into effect.
            - On collection of fees due to resolve the suspension, funds return to EVR Service Provider, as stated above.

System Security Between the Service Provider and the Permit Holder

To ensure a secure data processing environment, the RMV requires that the following procedures be followed:

- The Service Provider's software must assign and control individual Permit Holder access to the Service Provider's Host System. In addition, they must assign and manage IDs for the Permit Holder's Individual EVR Participants. It must require the Individual EVR Participant to authenticate as described below to initiate each session.
- A unique User ID and a password known only to the person must be assigned and associated with each the Individual EVR Participant present at the Permit Holder's location. The Service Provider must ensure this ID/Password combination is validated prior to initiating any transactions and must "time out" if not used for a specific period of time up to, but not exceeding, sixty (60) minutes. In addition, the password must expire if it is not used for a period of thirty days. **NOTE:** The Service Provider may use alternative methods to accomplish the log in verification described above; it need not exclusively be the manual entry of an ID and password.
- If the Service Provider receives a transaction from either an unauthorized Individual EVR Participant or Permit Holder, the Service Provider application must terminate the transaction immediately and the Service Provider must undertake a process that attempts to identify the unauthorized user.
- If the Service Provider receives a transaction from an authorized Individual EVR Participant or Permit Holder attempting to process a transaction they are not approved for, the Service Provider's application must terminate that transaction immediately.
- The host application must check for patterns that indicate unauthorized attempts to gain access to RMV information.
- The Service Provider must investigate suspected unauthorized access attempts, adhering to all requirements in the agreement and the Agreement for Access to Records and Data (Access Agreement).
- Inactive employee IDs cannot be reassigned for a period of ninety calendar days.
- When Individual EVR Participant users leave their employment, Permit Holders must immediately notify their Service Provider, and the Service Provider must terminate the ID.

Report and Printing Requirements

Report Requirements
The Service Provider's software must be able to generate and electronically transmit the following reports to the RMV.

For Permit Holders
- **List of Authorized Individual EVR Participants**: The Software Provider must have the capability to provide the RMV with an updated list on demand showing the date of the last transaction completed by each authorized Individual EVR Participant.
- **Transaction Volume Report**: The Software Provider must have the capability to provide the RMV with a report that indicates the types of transactions, and the volume processed, by Permit Holder, for a specified period of time on demand.
- **List of Low Volume Individual EVR Participant Permit Holders**: The Service Provider must provide the RMV with an updated list at the beginning of every month showing any Permit Holder that has less than three authorized Individual EVR Participants.
- **No Transactions Report**: The Service Provider must provide the RMV with a report indicating Permit Holder locations that processed zero qualifying transactions for a month.
- **Registration Transaction Report**: The Service Provider must provide the RMV with a daily summary report that identifies each individual EVR transaction including the time of transactions, plate type, effective/expiration dates, Registration and Title fees, Sales Tax, and the fee totals for all transactions. This report is generated on demand.

For Permit Holders and Service Providers
- **Transaction Log**: This report indicates who processed the transaction, the type of transaction, the type of sale, and the RMV response. This report is generated upon request.
- **Software Version Report**: This report will show each Permit Holder and the version of the Service Provider's software they are currently running on.
- **Inventory Report**: This report lists the month-end Inventory of reconciled license plates and decals for each Permit Holder. It must be available upon request.
- **Individual EVR Participant**: This is a list of active Individual EVR Participant ID's who have not processed any transactions within the required timeframe.

If additional reports are requested at a later time, Service Providers will need to modify their software accordingly.

There are also certain lists which the Service Provider software must be able to distribute to Permit Holders. These lists are available to Service Providers from the ATLAS web service and are required to be retrieved and distributed to Permit Holders, at a minimum, weekly.
- Lists for Distribution:
  - Insurance Code List
  - City/Town Code List
  - RMV Make List

Document Printing Requirements

The Service Provider software must be capable of printing RMV Registration and Title applications (**Registration and Title Application (RTA Forms)**), RMV Certificate of Registrations, RMV Fee Receipts and Temporary Plate forms from the PDF image as presented by the RMV. A reprinted Registration Certificate may only be printed within twenty-four (24) hours of the original transaction, and the Service Provider must ensure that system controls are in place that will prevent the printing of additional registrations beyond this timeframe. Any extra Certificates of Registration printed within that 24-hour period must be destroyed and the customer/registrant should only be given one Registration Certificate per vehicle registered.

NOTE: Accessing RMV-generated documents outside of Web Services transactions will be available to Service Provider users who have direct access to ATLAS (not from Web Services). To reprint, a Help Desk user can log into the ATLAS system; however, the recommendation is to retain the RMV-generated PDF documents for reprint purposes. Replacement registrations can be reprinted within twenty-four (24) hours of the originating transaction completion.

5

Audits

RMV auditors will be on-site for the first thirty (30) calendar days for all newly implemented Permit Holders. In addition, the RMV will conduct periodic audits to ensure that Service Providers and Permit Holders continue to fulfill program obligations. This section includes discussion of:

- Audit Scope
- Inventory Control
- Permit Holder Paperwork
- EVR Performance Standards
- Complaint Process

Audit Scope

The scope of the audit encompasses the provisions in both the Service Provider Agreement and this business specification. It may include, but is not limited to, the following:

- Reviewing license plates and decals that are electronically tracked for receipt and issuance.
- Checking for compliance with physical Inventory requirements.
- Ensuring proper documentation of missing or damaged Inventory.
- Validating the physical security of license plates and decals.
- Reviewing background checks both for their presence and content
- Reviewing password security procedures.
- Reviewing proper documentation of access violations.
- Reviewing logon procedures.
- Reviewing current and complete Information and Security Disclosure Statements.
- Reviewing processing and training procedures, and manuals.
- Examining error documentation and procedures.
- Inspecting proper transaction logon trails.
- Providing adequate supervision and quality review to ensure data integrity.
- Ensuring that original transactions documents and copies thereof are stored in a safe and secure area.
- Ensuring that original documents have been shredded in a timely manner and in accordance with this document.
- Ensuring that retained documentation that is not stored on sight is stored in a safe and secure manner.
- Ensuring and observing procedures to ensure that transactions are processed in a secure area where unauthorized users do not have access.
- Validating compliance with the Service Provider Agreement.
- Ensuring that monthly processing standards are met by Permit Holders.
- Reviewing the volume of Sales Tax abatements or rescissions.
- Ensuring that the Permit Holder has at least two or three EVR Authorized Employees and that they process at least one transaction every thirty (30) days.
- Any other review that the RMV might deem necessary in order to ensure the integrity of the overall EVR process.
- During RMV audits, at least one of the Permit Holder's Individual EVR Participants, and preferably the Manager/Supervisor, must be present.

Permit Holder Documentation

The Compliance Officers will conduct periodic audits at Permit Holder Sites. In addition to verifying that Inventory is properly managed and secured, the investigators will review print and online records of EVR Transactions. This auditing of documentation enables the auditor to point out errors in document processing that may inhibit the ability to provide our mutual customers with the services they require. Simple oversights may delay the printing of a customer's title or inconvenience them in other ways. Since customer satisfaction is a common goal of both the Permit Holder and the RMV, the review of documentation is really a learning opportunity for the Permit Holder and the individual EVR Participants.

In addition to field investigations, the RMV audits all documentation submitted by EVR Permit Holders. Documentation is monitored to ensure the proper documentation of trade-ins and Sales Tax exemptions, and to verify that proper procedures were followed. The RMV also verifies that Sales Tax was properly calculated and collected. Finally, the

RMV reviews title documentation, prior to the printing and release of titles. Inaccurate or incomplete information may mean that a title cannot be released, causing inconvenience for the RMV, the Permit Holder, and the customer. Consistently suspect documentation places a burden on the RMV Title Division and the EVR Program and may result in a hearing to determine the Permit Holder's eligibility for continued participation in the EVR Program.

Inventory Control Audit Process

If applicable, the RMV Compliance Officer will request the Permit Holder to print an Inventory of the plates on hand from the Service Provider's system. At some point in the future, the Compliance Officers will have the capability to view this list from ATLAS on a hand-held device. In either case, the Compliance Officer will then compare the plates and decals on hand with the Inventory. They will also view the physical storage location(s) for compliance with the terms of the Permit (locked storage etc.). Discrepancies between the physical Inventory and the printed Inventory will be identified and addressed. Any duplicate or damaged plates and/or decals will be given to the Compliance Officer for disposal.

Documentation

The following Inventory Control documentation is required:

- Documentation of both the receipt from the RMV and issuance to Permit Holder:
  Tests may be conducted to ensure that documentation is maintained indicating that RMV Accountable Items were shipped and received. This documentation must include an authorized signature that verifies the stated value, description, and date the RMV Accountable Items were shipped and received.
- Documentation of Specified Physical Inventories:
  Physical inventories are required for current and obsolete RMV Accountable Items. Documentation must be available to verify that the physical inventories of RMV Accountable Items were taken at specified intervals in accordance with established RMV procedural requirements.
- Documentation for Missing, Damaged, Voided, and Stolen Accountable Items:
  Documentation must be in place that shows that proper documentation exists for all RMV Accountable Items that were coded as missing, damaged, voided, or stolen.
- Documentation of Un-Issued Accountable Items:
  Tests must be conducted to reveal RMV Accountable Items that have not been issued within a reasonable length of time.

Permit Holder Paperwork

The Compliance Officers and implementation coordinators will conduct periodic audits at Permit Holder Sites. In addition to verifying that their Inventory is properly managed and secured, the Compliance Officers will review print and online records of EVR Transactions. This auditing of paperwork enables the auditor to point out errors in paperwork processing that may be inhibiting the ability to provide our mutual customers with the services they require. The review is both for completeness and for scanning quality.

In addition to field investigations, the RMV will audit all documentation submitted by EVR Permit Holders daily. The Document Portfolios are monitored to ensure the proper documentation of the vehicle that was purchased is present and that the vehicle was correctly recorded on ATLAS. The Compliance Officer will also verify that the trade-in and Sales Tax exemptions are present and appropriate for the transaction in question. The RMV also verifies that Sales Tax was properly calculated and collected. The RMV

will also review the Title documentation to make sure it is correct and appropriate to the transaction. Incomplete, inaccurate, or poorly scanned Document Portfolios are a significant issue for the RMV as it inhibits the timely issuing of the title document. This, in turn, leads to customer service problems for the title recipient (which easily could be a dealer, lender, insurance company or the owner. In short, continued problems in this area will be noted and may result in a hearing to determine the Permit Holder's eligibility for continued participation in the EVR Program.

EVR Performance Standards

Since the inception of the EVR (formerly known as DRIVE) Program in 1996, an essential part of the program's training for Permit Holders has included the importance of the correct completion and submittal of Registration and Title documentation. With the EVR Program's continued growth, accurate processing is now more important than ever. Efficient and accurate documentation makes our program more effective, and thereby benefits all interested parties. It was with this goal in mind that the RMV converted the document processing guidelines into formal standards.

The EVR Program Performance Standards are a set of measurable criteria that enables the EVR Program to ensure quality document processing by Permit Holders. The performance standards focus on the quality of documentation that is submitted to the RMV. Poorly prepared or insufficient documentation places significant burdens on the Title Division, the EVR Team, program Service Providers, other Permit Holders, and RMV customers. These standards have been created to provide the RMV with a structured means of tracking the quality of Permit Holder documentation, enabling the RMV to intervene on a Permit Holder's behalf in a positive way. The RMV assistance offered to Permit Holders can take the form of onsite support, employee retraining, or both.

The EVR Program Performance Standards are as follows:
- Platinum= 99% Success Rate, 1% Error Rate
- Good Standing=95% Success Rate, 5% Error Rate
- Probation=Less than 95% Success Rate

EVR Complaint Process

The Massachusetts Association of Insurance Agents (MAIA) is a professional trade association that represents over two thousand (2,000) independent insurance agents in Massachusetts. They provide their members with a number of products and services, including training on the latest RMV-related procedures. The MAIA association and the RMV work together to streamline a process to deal with complaints. All complaints received at MAIA are forwarded to the RMV and responded to immediately. The Dealership is contacted and instructed to email a statement that explains the facts of the situation within one (1) RMV Business Day of being contacted by the RMV. All parties involved are asked for a written statement so the RMV can thoroughly investigate any allegations. Based on the issue, the RMV responds accordingly.

In addition, the RMV will receive complaints from the general public, from other State agencies and from EVR Customers.

All complaints received are reviewed and responded to. As part of responding to the complaint, the RMV may conduct a visit to the location that had the complaint filed

against them. The objective of this visit is to review the complaint with the dealer principal or authorized designee by doing the following.

- Make sure they understand the complaint and the seriousness of the complaint.
- Supply them with copies of and review the policies for Seven Day Transfer Law, Delivery of a Vehicle without the title, and Misuse of Dealer Plate.
- Offer onsite training for their sales staff and management level employees.
- Ensure that the person has a clear understanding of the RMV policies and procedures and to stress the seriousness of these types of infractions.

If the RMV finds there is misuse of a dealer plate, or if there are significant or ongoing Title Division or EVR issues, the Permit Holder may be called in for a hearing with the Director of Title and Registration. Note that many Massachusetts Association of Insurance Agents (MAIA) members are Permit Holders and process EVR transactions.

6

EVR Program Personnel

The Service Provider, the Permit Holder, and the RMV, will all have personnel that are dedicated to performing functions for the EVR Program. This section reviews the roles that need to be filled, and briefly discusses the associated responsibilities. This section includes discussion of:

- RMV Personnel
- Service Provider Personnel
- Permit Holder's Individual EVR Participants

RMV Personnel

To ensure success of the EVR Program, the RMV has identified and committed the following resources to the EVR Program:

Director of Registration and Title
The Director of Registration and Title oversees all vehicle Registration and Title operations at the RMV. In this capacity, they are the senior manager responsible for the EVR Program.

Registration Manager
The Registration Manager is responsible for leading and managing EVR Program personnel and helping define program policy. The Registration Manager addresses any issues that might arise between the different RMV departments, EVR Program personnel, and Service Provider and Permit Holder representatives. The Registration Manager is the individual ultimately responsible for the effectiveness of the EVR Program.

EVR Program Coordinator
The EVR Program Coordinator is responsible for managing the EVR Program on a day-to-day basis and serves as the first point of contact for EVR Permit Holders. The Program Coordinator is also responsible for scheduling all Compliance Officers for implementation and for follow-up visits to Permit Holder's sites. The Program Coordinator serves as the liaison between the RMV business units, Permit Holders, and the EVR Team, and also interacts with the distribution center relating to dispersal of RMV supplies and the procedures involved.

The EVR Program Coordinator is also responsible for the oversight of the Compliance Officers, the audit control functions and determining if RMV policy and business procedures are being correctly followed by the Service Providers and Permit Holders. The EVR Coordinator summarizes and clarifies results of the audit examinations, obtains explanations of variances, and provides a report summary for corrective action and a follow-up, when necessary.

Technical Team
The Technical Team works with the Service Provider's Technical Team to ensure that technical requirements are met. This includes tasks such as system analysis, problem solving, and upgrades.

Director of Revenue Operations
The Director of Revenue Operations manages funds collected through the EVR Program, including RMV fees and Sales Tax. The primary EVR-related responsibility of the Revenue Operations Office is to reconcile revenue. The Rebate Office issues rebates that may result from EVR Transaction problems.

Training Team
The Training Team is responsible for providing the Permit Holders and Individual EVR Participants with training instruction surrounding the RMV's policies and procedures.

Compliance Officers
The EVR Compliance Officers act as liaisons between the Program Manager, the Service Provider personnel, and the Permit Holder representatives. They conduct on-site

and off-site audits to ensure that the Permit Holder is in compliance with RMV policies and procedures. They also provide continuous support and training to Permit Holder individual EVR Participants. Each Compliance Officer is assigned to a specific region.

RMV Business Support

If problems arise at Permit Holder sites, the first point of contact for the Permit Holder is the Service Provider Help Line. If the Service Provider Help Line determines it cannot resolve the problem, they will contact RMV Business Support who will work with the Service Provider Help Line staff to address and resolve any EVR related problem, they will also address RMV system-related problems, answer Policy and Procedural questions, and perform system or data error corrections.

Suggested Service Provider Personnel

Service Providers will need personnel committed to fulfilling the following roles. It is possible to have one person fulfilling more than one of these roles.

Director of EVR Operations
The Director of EVR Operations must ensure a positive business relationship between the RMV and the Service Provider and must work closely with the EVR Program Manager to ensure the success of this program.

Business Manager
The Business Manager is responsible for the day-to-day operations of the EVR Program and works closely with both the RMV Training Coordinator and the RMV Program Manager.

Service Provider Help Line
The Help Line is the Permit Holder's first contact for problem resolution. Help Line staff must attend an RMV training class that provides them with knowledge to troubleshoot RMV-related processing problems. They must also attend interface software training developed by the Service Provider.

Technical Director
The Technical Director serves as the liaison between the Service Provider's technical staff and the RMV's technical staff. Service Provider software problems must be reported to the Technical Director.

Contract Manager
The Contract Manager is responsible for establishing and managing contractual relationships with Permit Holders. The Contract Manager is also responsible for evaluating potential Permit Holders and recommending them to the RMV for participation in the EVR Program.

Implementation Team
The Implementation Team manages the process of installing system hardware and software at the Permit Holder's site and training the Permit Holder's staff on how to use the newly installed software. The Implementation Team should be familiar enough with the EVR Program to be able to provide context-appropriate support to Permit Holders.

Permit Holder Personnel

Permit Holders will need to commit personnel to fulfill the following roles. It is possible to have the same person fulfilling multiple roles.

Principal
The Principal, usually the owner of the business, is the official signatory EVR Permit. The Principal is responsible for contractual issues and is the contact for any disciplinary actions.

Manager/Supervisor
The Manager/Supervisor directs the day-to-day operations of the EVR Program, including transaction processing that occurs at the Permit Holder's site. The Manager/Supervisor or certified Individual EVR participant is also responsible for approving all Sales Tax exemptions.

Individual EVR Participants
The Individual EVR Participants are the Permit Holder's transaction processing staff.

Authorized Designee
The Authorized Designee is responsible for ensuring that the Permit Holder continues to meet all program performance standards as set forth in the EVR Permit. The Authorized Designee will serve as a point of contact for both the Service Provider and the RMV for problem resolution.

Appendices

Appendix A: RTA Form Scenarios Section J

Appendix B: Plate Type Security Chart

Appendix C: EVR Document Destruction Process Example

References

Review the following documentation published on the Business Partner website for guidance regarding EVR business rules and processing:
RMV Business Partners Website
RMV ATLAS Training Page
Electronic Vehicle Registration (EVR) Program

Electronic Vehicle Registration (EVR) Training & Support:
- **EVR Traditional Training Reference Guide**
  This guide should be used by End Users to obtain instructions for processing transactions using EVR Phase 2 functionality.
- **EVR Lite Training Reference Guide**
  This guide should be used by EVR Lite users ONLY. This contains EVR RMV policies and instructions for processing transactions on the EVR Lite Program.

- **EVR Plate Manual**
This manual should ONLY be used by EVR Lite users at this time. The information in this guide will not be accurate for Traditional EVR users until changes are made to their Service Provider software.
- **EVR Business Entity Reference Guide**
This guide provides additional information for the Business Entity types that Individual EVR Participants might register vehicles to on EVR.
- **EVR Error Resolution Manual**
This manual should be used by RMV Business Support (Help Desk), EVR Client Support, and individual EVR Participants to obtain instructions for correcting errors made at EVR locations that use EVR Phase 2 functionality.
- **EVR Sales Tax Abatement Request Revenue Checklist**
This checklist is used when an abatement or correction is needed for certain transactions such as rescission of sale, leases entered as purchases, tax exempt purchases, etc.
- **Electronic Vehicle Registration (EVR) Phase 2 - Document Retention and Shredding Requirements**
This document outlines the EVR Phase 2 document retention and shredding requirements for Permit Holders and End Users.
- **Inventory Searches in the Business Portal for EVR Service Provider Help Desks**
This document should be used by EVR Client Support to obtain instructions for researching Inventory issues on behalf of EVR locations that use EVR Phase 2 functionality.
- **EVR Title Information and NMVTIS**
This document is used when processing Title transactions, including verifying Title information through the National Motor Vehicle Title Information System (NMVTIS) and Out of State (OOS) Titles.
- **EVR Duplicate Title Policy Training**
View this training video to learn the EVR Duplicate Title Policy information; this video is a companion to the Job Aid linked below.
- **EVR Duplicate Title Policies Job Aid**
This document should be used by EVR End Users and provides instructions for processing Duplicate Title transactions.
- **EVR Registration Reinstatement Policies Job Aid**
This document should be used by EVR End Users and provides instructions for processing Registration Reinstatement transactions.
- **EVR Registration Reinstatement Checklist**
This document should be used by EVR End Users to make sure they have completed all steps of the Reinstatement process in the proper order.
- **EVR Scanning & Tagging Guidelines for Insurance Agents**
These guidelines can be used by Individual EVR Participants (IEPs) at Insurance Agent Permit Holder Locations to assist with the scanning and tagging process during EVR transactions. This document currently reflects all transactions available to insurance agents via EVR and the potential documents that need to be collected for each transaction type. Depending on your Service Provider, you may not have access to all transactions included in this document.
- **EVR Scanning & Tagging Guidelines for Dealers**
These guidelines can be used by Individual EVR Participants (IEPs) at Dealer

Permit Holder Locations to assist with the scanning and tagging process during EVR transactions. This document currently reflects all transactions available to dealers via EVR and the potential documents that need to be collected for each transaction type. Depending on your Service Provider, you may not have access to all transactions included in this document.

- **Electronic Vehicle Registration (EVR) - Non-Resident Short-Term Registration Plate Information Sheet**
  This document is the EVR Non-Resident Short-Term Information Sheet to be reviewed and signed by the customer.
- **Non-Resident Short-Term Registration Standalone Insurance Certificate**
  This form is used to document proof of insurance and should be completed by the insurer or their authorized agent.
- **How to Identify MSRP on a Window Sticker**
  This document should be used by EVR Dealer locations to determine the correct MSRP value to enter from the window sticker (Monroney label) of a new vehicle. Please share this document at your dealership with any staff that might enter MSRP information including owners, Sales, F&I, general managers, etc.

Electronic Vehicle Registration (EVR) Program Documents:
- **Appendix A - RTA Form Scenarios Section J**
  This document provides guidance for completion of the RTA Form, including scenarios in which MA residents purchase vehicles Out of State (OOS) or OOS residents who are moving to MA and purchased vehicles either in MA or in another State.
- **Electronic Vehicle Registration (EVR) Phase 2 Frequently Asked Questions (FAQs)**
  These questions and answers have been compiled to assist in the transition to EVR Phase 2. (Most recently added questions are highlighted.)
- **MA RMV EVR Type Transaction Matrix**
  This chart outlines the EVR Operations and Inquiry Transactions available for EVR Limited, Lite, and Traditional.
- **EVR Phase 3 - EVR Program Definitions**
  This document provides a full description of the EVR Limited, EVR Lite, and Traditional EVR Programs.
- **Electronic Vehicle Registration (EVR) - Registration Reinstatements**
  This document provides the EVR Phase 2 Registration Reinstatement workflow and processing instructions.
- **Electronic Vehicle Registration (EVR) - Registration Renewals**
  This document provides the EVR Phase 2 and Phase 3 Registration Renewal workflow and processing instructions.
- **Electronic Vehicle Registration (EVR) - Duplicate Title**
  This document provides the EVR Phase 3 Duplicate Title workflow and processing instructions.
- **Electronic Vehicle Registration (EVR) - Plate Reactivation and Reassignment**
  This document provides the EVR Phase 3 Plate Reactivation and Reassignment workflows and processing instructions.
- **Electronic Vehicle Registration (EVR) - Registration Only**
  This document provides the EVR Phase 3 Registration Only workflow and processing instructions.

- **Electronic Vehicle Registration (EVR) - Title Add Registration**
  This document provides the EVR Phase 3 Title Add Registration workflow and processing instructions.
- **Electronic Vehicle Registration (EVR) - Self-Insured Verification**
  This document provides a description of Self-Insured and outlines the related EVR processing that is permitted.
- **Electronic Vehicle Registration (EVR) - Salvage Title**
  This document provides the EVR Phase 3 Salvage Title workflow and processing instructions.
- **Electronic Vehicle Registration (EVR) - Title Only**
  This document provides the EVR Phase 3 Title Only workflow and processing instructions.
- **Electronic Vehicle Registration (EVR) - Non-Resident Short-Term Registration**
  This document provides the EVR Phase 3 Non-Resident Short-Term Registration workflow and processing instructions.
- **Electronic Vehicle Registration (EVR) - Process Flows**
  This page provides links to all the published EVR process flows.
- **MA RMV ATLAS - EVR - Plate and Vehicle Mapped Values**
  This spreadsheet provides the available plates in EVR along with the corresponding vehicle mapped values.
- **MA RMV ATLAS - EVR Web Service Data Dictionary/Web Service Specifications**
  These spreadsheets are available on the EVR Program Documents page and are updated regularly.
- **Electronic Vehicle Registration (EVR) - Surviving Spouse**
  This document provides the EVR Phase 3 Surviving Spouse workflow and processing instructions.