

# COMMONWEALTH OF MASSACHUSETTS

Massachusetts Department of Transportation  
RMV Division



## Electronic Vehicle Registration EVR TRADITIONAL REFERENCE GUIDE

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

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# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## INTRODUCTION

Welcome to the Electronic Vehicle Registration Program (EVR)! This training reference guide was designed to assist you with performing Registry of Motor Vehicles transactions through the EVR program.

So, how does it work? The Registry of Motor Vehicles (RMV), Service Provider(s), and Individual EVR Participants (that's you!) collaborate by electronic means to process motor vehicle registrations and apply for titles. Although you may not see everything that is involved in the EVR process, it is a good idea to be familiar with the process.

You will now be a representative of the RMV and are responsible for the accuracy and completion of the paperwork you obtain to process your transactions. You will also need to ensure the validity and authenticity of your paperwork. This training reference guide will explain to you, the Individual EVR Participant, the proper paperwork process, your responsibilities, and the policies of the RMV you are expected to comply with.

## NEW USER EVR TRADITIONAL TRAINING REFERENCE GUIDE

This training reference guide has been developed for EVR Traditional Permit Holders and their Individual EVR Participants as a tool to further enhance the efficiency of the EVR Program. This is the same guide that will be provided at the New User Training and it follows the class outline. This guide contains the policies of the EVR Program along with guidelines to better understand RMV documentation and procedures. The [EVR Traditional Training Reference Guide](#)<sup>1</sup> is an important part of the EVR program and audit process, so be sure to always seek out the most up to date version on the on the Training & Support section of the [EVR Program Documents](#)<sup>2</sup> webpage.

If you are attending the New User Training class, the EVR Department would like to welcome you to the EVR Program. The purpose of this training is to allow employees of certified Permit Holder locations associated with the Electronic Vehicle Registration Program (EVR) to become authorized Individual EVR Participants (IEP). This class will instruct you on all RMV and EVR Program Service Provider policy, procedures, and documentation.

By the end of this training, you will be able to:

- Understand all the relevant rules, regulations, laws, statutes, policies, and procedures pertaining to the EVR Traditional program.
- Process EVR compatible transactions.
- Manage inventory in accordance with EVR rules and regulations.
- Understand how paperwork should be sorted, scanned, and stored.
- Become familiar with your Service Providers software, policy, and procedure.

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<sup>1</sup> <https://www.mass.gov/doc/evr-traditional-training-reference-guide/download>

<sup>2</sup> <https://www.mass.gov/lists/evr-program-documents>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## WHAT IS EVR?

The EVR Program allows Massachusetts RMV approved Permit Holders to process registration and title transactions through an electronic link between a Service Provider and the RMV. If you are an Individual EVR Participant, you may perform the following RMV functions:

- Issue new registration and title with license plates and decals.
- Transfer plates between vehicles.
- Run Inquiry transactions to verify title information, plate information, etc.
- Process certain registration renewals and plate cancellations.

## WHAT IS A SERVICE PROVIDER?

A Service Provider is a company who oversees and maintains the software system set in place at a Permit Holder location. This software allows Permit Holders to process transactions through the RMV System called ATLAS.

## WHAT IS A PERMIT HOLDER

There are two types of users of the EVR program:

- **Permit Holder:** The place of business that is contracted with a Service Provider as part of the EVR program (i.e., your dealership, agency, or fleet service company).
- **Individual EVR Participant:** An individual authorized to use the Service Provider software and process transactions on the program.

## WHO IS AN INDIVIDUAL EVR PARTICIPANT?

You! Individual EVR Participants, or IEP(s), were once commonly known as end users.

## WHO ARE THE EVR COMPLIANCE OFFICERS?

EVR Compliance Officers are RMV employees who ensure that both you and your location are in compliance with the rules and policies of the EVR Permit. They will visit your location to audit both your paperwork and your compliance with security. The EVR Compliance Officer is your liaison between the Service Provider and the RMV. They are there to help and support you along the way. EVR Compliance Officers were previously known as EVR Coordinators.

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## REASONS FOR CONTACT FROM AN EVR COMPLIANCE OFFICER

### EVR COMPLIANCE CORRESPONDENCE

Your EVR Compliance Officer may reach out to you by email for a number of reasons. It's important to make sure they have your appropriate contact information so that you don't miss important correspondence. Typically, an EVR Compliance Officer may reach out when conducting a remote audit of your paperwork. Compliance Officers have the ability to review the scanned digital images of EVR transaction paperwork. They may reach out to let you know if there are any issues with the scanned documents, or if they see that a transaction is being done incorrectly. They may also reach out to share information updates or links to helpful resources.

### EVR COMPLIANCE VISITS

There are several reasons why an EVR Compliance Officer might make a visit to your Permit Holder location. The most common reasons for a visit are:

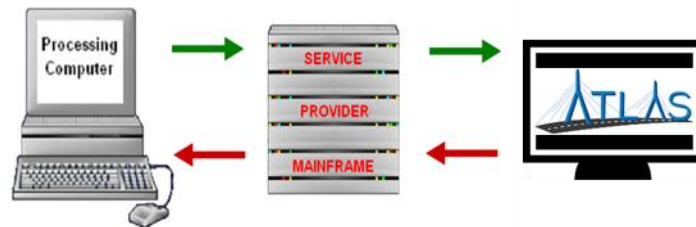
- Site Overview - This visit type is conducted when a Permit Holder would like to move their processing location either to another location in the same building or to a new building. Site Overviews are conducted every time a new dealership/agency/fleet service or location joins the EVR program.
- Relocation Visit - After a site overview, the Permit Holder location is allowed to relocate, but an EVR Compliance Officer and Service Provider Representative must be present.
- Audit Visit - Audits are visits where an EVR Compliance Officer checks a Permit Holder location's paperwork, processing location, inventory management, etc. Audits are usually conducted every 90 days and are unannounced visits. An EVR Compliance Officer can arrive at any time they wish or when an issue warrants an audit.
- Implementation Support Visit - When a new Permit Holder location is installed with their Service Provider software and finishes the New User training course, EVR Compliance Officers can conduct an Implementation Support Visit to ensure the new Permit Holder location is adjusting well to the program.
- Issue Visit - If there is an issue with any aspect of the program, the EVR Compliance Officers may have to conduct an Issue Visit to correct the problem or conduct an investigation.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## HOW THE PROGRAM WORKS & COMMUNICATION BETWEEN SERVICE PROVIDER AND RMV

There are three (3) major components that must come together in order for the EVR program to work.

1. Permit Holder processing location
  - The computer(s) that IEPs operate to process a transaction are considered the Permit Holder's "processing location". The Permit Holder typically designates a small office or cubicle where the computer monitor is not visible to the public or non-users for their processing location.
2. Service Provider Mainframe
  - By Massachusetts General Laws, all private entities that wish to utilize any Massachusetts mainframe computer system must obtain an approved third-party company to manage and operate a secured line and software. For EVR, your Service Provider is the third-party company that provides access to RMV transactions through their mainframe.
3. ATLAS
  - The RMV uses a web-based application known as ATLAS to process all registration and title transaction. This system interfaces with your Service Provider software to process EVR transactions.



First, your Service Provider installs their software on the Permit Holder's computer to allow for transactions to be transmitted. After a transaction has been transmitted at the processing location, it is sent through secured, encrypted lines to the Service Provider Mainframe. From the Service Provider Mainframe, the information is then sent to ATLAS, which stores the information, computes all of the associated RMV fees, and then relays the information back to the Service Provider Mainframe. It is then sent back to your Permit Holder's processing location for any generated documents to print on your EVR/Service Provider approved laser printer.

## SERVICE INTERRUPTIONS

Although it is uncommon, service interruption may occur at several different points during the transmission process. The first interruption could occur at your Permit Holder's processing location computer. Corruption in the software or computer hardware problems could cause this disruption. The second interruption could occur during the transmission process between your computer and the mainframes. Routers, network access points, and bad server connections could lead to slow or interrupted service. The third interruption could occur when either the Service Provider mainframe or ATLAS is down.

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When the system is experiencing interruptions, Permit Holders must wait 24 hours and receive approval from the EVR department in order to bring work to an RMV Service Center. Permit Holder work can ONLY be brought to an RMV Service Center that offers Business to Business Services (B2B). B2B Service Center locations can be found at:

- <https://www.mass.gov/business-to-business-b2b-services>

**Note:** During service interruptions, customers are permitted to take their work to any Service Center location they prefer if they choose to do so.

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## ATLAS AVAILABILITY

ATLAS is available every day of the year except for Sundays, Thanksgiving, Christmas, and New Year's Day. ATLAS may be available for processing transactions even at times that the RMV Service Centers are not be open to customers. ATLAS Operational Hours:

- Monday - Friday: 8:00 AM to 7:00 PM
- Saturday: 8:00 AM to 5:30 PM
- Holidays: 8:30 AM to 7:30 PM

## SUMMARY OF PERMIT TERMS

For a Permit Holder location to become EVR certified they must sign an EVR Permit (Contract.) The EVR Permit has terms that each Permit Holder must adhere to while on the program. It's important you read through the Permit and Program Specification documents. This section will review a brief summary of the permit below, but it is your responsibility to review and follow the terms of the Permit in full.

## KEY RULES FOR AUTHORIZED USERS

**Permit Holders MUST:**

- Designate two (2) to three (3) staff members as authorized users (a.k.a. Individual EVR Participants).
  - One of these users must be designated as primarily responsible for the verifying and signing of all sales tax exemption applications.
  - The authority to issue plates and decals is limited to approved IEPs.
  - Immediately notify the RMV in writing if the Permit Holder employs fewer than the minimum number of IEPs.
- Ensure that any new IEP has met the qualifications that allow them to access the EVR network.
- Comply with all rules, policies, procedures, and standards applicable to the EVR Program (detailed in the EVR Program Specifications and EVR Training Reference Guide), and with all policy updates issued by the RMV (which may be amended from time to time).
- Attend, and have all IEPs attend, the required training workshops provided for participants in the EVR Program prior to obtaining access to the transactions.



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## Individual EVR Participants MUST:

- Complete required training as designated by the RMV in order to perform EVR functions.
- Process transactions regularly through the EVR program to remain competent with transaction processing.
- Remain current on all procedures, requirements of the program, and applicable statutes, rules & regulations.
- Keep their Service Provider software passwords active.
- Never share passwords with anyone, not even fellow Individual EVR Participants at your location. If an IEP is found to be sharing their password, they will be removed from the program.
  - **Note:** Passwords expire after 30 days of non-use. Between 30 and 90 days of non-use, you can be reauthorized once without needing to participate in the 2-day New User Training Class again (see Request for Reauthorization, page 13). After 90 days of non-use, the participant must attend the “New User Class” to reactivate a password. Users with more than three (3) expirations during a calendar year will be removed from the program for life.

## REQUEST FOR RE-AUTHORIZATION

IEPs that allow their EVR password to expire due to 30 days of non-use have a window of 30-90 days of non-use where they can request to have their access re-authorized. To be reauthorized, IEPs need to complete a [Request for Re-Authorization](#)<sup>3</sup> form, email the completed form to [MassDOTEVRReauths@dot.state.ma.us](mailto:MassDOTEVRReauths@dot.state.ma.us) for processing before the 90-day grace period ends for re-authorization.

**Note:** EVR forms can be found on the [RMV Forms and Applications](#)<sup>4</sup> webpage, under the EVR Forms heading.



The image shows a sample of the "Request for Re-Authorization" form from the Registry of Motor Vehicles (RMV) of the Commonwealth of Massachusetts. The form is titled "Request for Re-Authorization" and includes the RMV logo. It contains instructions for users whose passwords have expired or who need additional access. The form is divided into sections: A. Agency Information, B. Authorized EVR User Information, and C. Signatures. Section A includes fields for Date, Address, City, State, Zip Code, Telephone Number, and Fax Number. Section B includes fields for Driver License Number, Last Four Digits of Social Security Number, Email, Signature, and Address. Section C includes fields for Signature of Authorized User, Signature of Authorized Dealer/Agent Representative, and Signature of Applicant. A green "SAMPLE" stamp is overlaid on the bottom right of the form.

<sup>3</sup> <https://www.mass.gov/doc/evr-request-for-re-authorization/download>

<sup>4</sup> [https://www.mass.gov/lists/rmv-forms-and-applications#electronic-vehicle-registration-\(evr\)-forms-](https://www.mass.gov/lists/rmv-forms-and-applications#electronic-vehicle-registration-(evr)-forms-)

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## KEY STANDARDS AND OPERATIONS

To participate in the EVR Program, **Permit Holders MUST:**

- Follow all applicable laws and all rules, regulations, policies and procedures of the RMV relating to registrations and titles.
  - **Note:** *Be on the lookout for updates to these rules as the RMV retains the right to establish and amend all such rules, regulations, policies, and procedures!*
- Follow all applicable rules, regulations, policies, and procedures of the Massachusetts Department of Revenue (DOR).
- Be fully responsible for the RMV Assets (registrations, receipts, etc.) and other items of value that may be entrusted to the Permit Holder by the RMV.
  - This includes destroying any plates returned for cancellation.
- Issue registration plates, decals, registration certificates and any other RMV related materials to Permit Holder's customers only, in accordance with the rules and procedures established by the RMV.
- Only process transactions at the address listed on the Permit and at no other location without prior, written approval from the RMV.
- Order and accept required inventory in a timely manner (More inventory info on page 25)

To participate in the EVR Program, **Permit Holders must NOT:**

- Process any registration transactions other than for direct customers of the Permit Holder.
  - With the exception of dealers processing on the behalf of an out of state dealer.
- Send qualifying transactions to an RMV Service Center unless they are pre-staged.

## SECURITY-RELATED RESPONSIBILITIES

You must fulfill the following security responsibilities:

- 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.
  - IEPs may only use information obtained from the RMV that is needed to perform functions for the EVR Program and cannot disclose this information to a third party other than the person to whom the information pertains. Information obtained through RMV vehicle records is subject to restrictions upon use and dissemination imposed by the Federal Driver Policy Protection Act, (DPPA) (18 U.S.C. §2721), and any other applicable provision of Massachusetts and federal law.
- Abide by storage and security measures as articulated by the RMV regarding RMV materials such as RMV original document storage. These assets must not be accessible by the general public.

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- Process all EVR transactions in a secure area (specified in your location's security plan) that is not accessible to the general public or unauthorized users (unless written approval is obtained from the RMV). **Remote access to your EVR terminal is NOT allowed.** (Violation of this section shall be cause for an immediate suspension of EVR privileges and of the EVR Permit by the RMV.)
  - The RMV recommends a separate office dedicated solely for the EVR terminal and storage that can be accessed at any time by all IEPs. If the EVR Compliance Officer identifies that a processing location is visible to non-users during a site visit, they will request it to be relocated.
    - **Example:** *Dealerships must NOT process any EVR Transactions on the showroom floor.*

## AUDITS/INSPECTIONS

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

- 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 are both present at the Permit Holder's site.
- RMV supplied assets (i.e., select license plates, decals, and temporary plate sleeves) are inventoried and maintained.
- The paperwork associated with Registration and Title transactions is properly completed, scanned, retained, and destroyed by the Permit Holder as specified in this document.

The Permit Holder must cooperate fully in any such RMV audit and grant the RMV full access to its premises, operations, and records, with or without prior notice, for purposes of conducting such audits.

## PERFORMANCE STANDARDS

Permit Holders, to their best efforts, must meet the following volume performance standards:

- Permit Holders must process 25 or more New Plate or Plate Transfer transactions per month in a consecutive two (2) month period to qualify for EVR Traditional\*.
  - Locations that process **35 or more** transaction must enroll as a EVR Traditional type, which maintain physical plate inventory. These locations are not eligible for EVR Lite.
  - Locations that process **between 10-24** transactions may qualify for EVR Lite, which does not maintain physical plate inventory.

*\*The RMV also has discretion to determine which EVR type a Permit Holder is best suited.*

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

To the best of their ability, Permit Holders must ensure that work processed through the EVR Program is accurate, complete, and conforms to the policies and procedures established by the RMV. Permit Holders will be evaluated by the following success and error rates:

**Platinum** = 99% success rate, 1% error rate

**Good Standing** = 95% success rate, 5% error rate

**Probation** = Less than 95% success rate

- Standard probationary period is sixty (60) days.
- Probation normally occurs due to repetitive errors made by IEPs.

Errors are tracked during Onsite Visits or Remote Documentation Audits of the transactions process by the Permit Holder and IEPs. A successful rating is based the percentage of error-free transactions observed during a Compliance Officer audit. EVR Compliance Officers look for the following when auditing EVR transaction:

- Missing Signatures
- Incomplete assignments on title
- Incomplete forms
- Missing/Incorrect lien information
- Misuse of DRT-1
- Incorrect sales tax exemption codes
- Frequent abatements
  - Trades not entered
  - Tax exemption not entered
  - Leases sold as purchases
- Illegible scanned images. or scanned images not in color
- Inventory that has not been accepted

**You must respond to the RMV when notified of missing, incorrect or incomplete paperwork, complaints, or other issues of concern to the RMV arising from EVR transactions performed by your EVR location or for your EVR location's failure to perform a transaction.**



Failure to comply with the expected volume and quality performance standards may result in a Permit Holder's staff having to undergo additional training or other corrective measures deemed appropriate by the RMV. Continued failure to meet the volume and quality performance standards may result in the suspension or termination of the Permit.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## INVOLUNTARY PERMIT TERMINATION OR SUSPENSION

The RMV may terminate or suspend an EVR Permit for any number of reasons including but not limited to:

- Processing EVR transaction at an offsite location not approved by the RMV and/or in a manner that places the security of either the transaction or the protected personal information in jeopardy.
- Processing transactions without the correct paperwork, especially registration and title transactions.
- Failure to maintain an audit rating of at least “Good Standing” over a period of two (2) or more months.
- Frequent transaction processing errors that require Service Provider and RMV intervention.
- Failing to process any transactions for thirty (30) calendar days.

## EVR TRADITIONAL BASE TRANSACTIONS OVERVIEW

The EVR Traditional Program allows Individual EVR Participants the ability to process transactions at their Permit Holder location. All EVR Traditional users may perform the following base RMV functions:

- Issue New Registration and Title (license plates and decals)
- Transfer License Plates Between Vehicles (with the option to reactivate the plate)
- Reassign a Registration (only allowed when a lease is involved)
- Renew a Registration
- Cancel a Plate
- Run Inquiries (Plate, Vehicle, and Title)

**New Plates (a.k.a. New Registration & Title) and Plate Transfers (a.k.a. Registration Transfers) are the only mandatory transactions that have to be performed on the program. These are the only transactions that count toward the monthly volume requirements that your Permit Holder location must meet to qualify for the EVR program.** Although Registration Reassignment, Registration Renewals, Plate Cancellations, and Inquiries are base transactions that are not counted toward your monthly minimum, you must process all available transactions on the program, when possible, rather than sending the transaction to the RMV for processing.

Depending on your location type (dealer, insurance agent, etc.) and your Service Provider, there may be additional transactions available for you to perform. Since access to these additional transactions varies, there are separate addendum documents that review key policy information for each additional transaction that you may perform. These documents can be found on the [Training & Support](#)<sup>5</sup> section of the EVR Program Documents webpage. At this time, the available additional transactions include [Duplicate Registration](#)<sup>6</sup>, [Duplicate Title](#)<sup>7</sup>, [Registration Reinstatements](#)<sup>8</sup>, [Title Onlys](#)<sup>9</sup>, [Non-Resident Short-Term Registrations](#)<sup>10</sup>, and [Surviving Spouse](#)<sup>11</sup>.

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<sup>5</sup> <https://www.mass.gov/lists/evr-program-documents>

<sup>6</sup> <https://www.mass.gov/doc/evr-duplicate-registration-policies-job-aid/download>

<sup>7</sup> <https://www.mass.gov/doc/evr-duplicate-title-policies-job-aid/download>

<sup>8</sup> <https://www.mass.gov/doc/evr-registration-reinstatement-policies-job-aid/download>

<sup>9</sup> <https://www.mass.gov/doc/evr-title-only-policies-job-aid/download>

<sup>10</sup> <https://www.mass.gov/doc/evr-non-resident-short-term-registration-policies-job-aid/download>

<sup>11</sup> <https://www.mass.gov/doc/evr-surviving-spouse-policies-job-aid/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## NEW REGISTRATION AND TITLE (NEW PLATE)

New Plate transactions are performed when a customer is obtaining new plates for their vehicle. The customer will request an eligible plate type that can be issued through EVR.

- **On-Hand Inventory:** If the customer requests a plate that is part of your on-hand RMV inventory (page 25), you will be able to immediately issue your customer their physical tin plate, decal, and registration.
- **Centralized Plate Distribution:** If the customer requests a plate that is not part of your on-hand inventory, you will issue your customer a temporary paper plate (page 120) and temporary registration to use with their vehicle until their tin plate, permanent registration, and decal (page 27) are received in the mail. The request for the physical plate will be sent to an RMV fulfillment location. The RMV staff will issue the permanent plate to the vehicle in ATLAS and then mail the updated registration, tin plates, and decal directly to the customer. The number on the temporary plate and temporary registration will not be the same plate number as the tin plate that will be sent in the mail.

The customer will pay the full plate fee (unless prorated) and they will typically have between a 1 year and 2-year registration depending on what type of license plate they applied for (see *Plate Types*, page 29, and [EVR Plate Manual](#)<sup>12</sup>). There will also be a title fee and any applicable sales tax fees charged during the transaction.

A new title will be issued for every transaction. All information that you enter into the transaction must be correct to ensure that the title being issued has the correct information.

The following fields entered into a transaction will be printed on the title:

Title Number	VIN	Date of Issuance	Model Year	Make
Model Name	Model Number	Body Style	New/Used	Cylinders
Passenger	Doors	Purchase Date	Odometer	Previous Title #
Previous Title State	Mailing Address	Owner(s) Name	Owner(s) Address	First Lien
Second Lien	Title Type	Title Brand(s)		

Refer to [Appendix B: Eligible Plate Types Per Transaction](#) (page 139) for up-to-date information on which plate types are allowed to be issued as new plates.

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<sup>12</sup> <https://www.mass.gov/doc/evr-plate-manual/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## PLATE TRANSFER

Plate Transfer transactions are performed when the customer is moving plates in their possession from one owned vehicle to a new vehicle that they are purchasing. In order to transfer plates the owner of the plates must not change, and the owner must have all the physical plates required for the vehicle in their possession. All plate types that can be transferred through EVR require two (2) plates per vehicle, with the exception of Motorcycle Plate Types, Trailer Plate Types, Semi-Trailer Plates, and Passenger Normal Green Plates which all require one (1) plate per vehicle.

In order to perform Plate Transfer transactions, an Inquiry transaction must first be generated to confirm key information, such as matching the name(s) on the old registration with the name(s) of the purchaser(s). There are different rules for a plate transfer based on the status of the registration being transferred. If the owner information matches appropriately and the status of the registration being transferred is:

- **Active** then the transaction can proceed without further investigation.
- **Expired** then you must review the expiration date of the plate to determine if it's eligible for transfer.
  - **If the plate has been expired for a year or less**, then you can proceed with the Plate Transfer transaction. The transfer will automatically renew the plate resulting in a new registration that reflects the new vehicle and the renewed expiration dates.
  - **If the plate has been expired for more than one (1) year**, the transaction cannot be processed on EVR. There are complex business rules that get activated for a plate after a year that cannot be handled by EVR personnel. The customer must go to a Service Center if they want to keep that plate to process the transaction.
- **Cancelled** then you must review the expiration date to determine if it's eligible for you to reactivate the plate during the transfer (*see Plate Reactivation within a Transfer, page 21*).

During a Plate Transfer transaction, the registration expiration date does not typically change. In most scenarios, the registration record carries over to the new vehicle. Exceptions to this would include commercial plate transfers where there is a weight change (see page 34), transfer of an expired plate, and when a plate reactivate is selected during a transfer in which the cancelled plate had passed its original expiration date (see *Plate Reactivation within a Transfer, page 21*).

The standard registration fee for a plate transfer is \$25.00. This may increase if there is a weight increase during a commercial transfer, a "Seat" increase during a livery transfer, or when transferring an expired plate that will be renewed. You should let your customer know that the fees for transferring an expired plate will typically be more than the cost of obtaining new plates. Also make certain that they know when the expiration date of the new vehicle will be as they could be paying more for a shorter period of time (especially for annual registrations like a trailer plate).

Refer to [Appendix B: Eligible Plate Types Per Transaction](#) (page 139) for up-to-date information on which plate types are allowed to be transferred.



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

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## 7-DAY REGISTRATION TRANSFER LAW

The purpose of the 7-Day Registration Transfer law (Massachusetts General Law Chapter 90, Section 2, [MGL c.90, Sec 2]) is to allow a purchaser of a motor vehicle or trailer sufficient time to process the transfer of their current registration to a newly acquired vehicle. On the EVR program, the 7-Day transfer law is only allowed for trade-in or total loss vehicles. In all other circumstances, the plate transfer must be processed before the customer takes delivery of the vehicle.

The 7-day Transfer law is utilized when a customer has taken delivery of a newly acquired vehicle, but the plate transfer has not yet been completed. The law allows a vehicle owner a period of 7 calendar days from the loss of possession (sale, trade, etc.) of the previously registered vehicle or trailer to register their new vehicle with their previous plate. During this 7-day period, the owner may operate the newly acquired vehicle with the license plates from the previously registered vehicle. To follow the law, **the IEP MUST transfer the plate in a timely manner**. The 7-Day Transfer law takes effect as soon as the customer loses possession of their previous vehicle. The registration transfer must be completed by 5:00 PM of the 7th calendar day following the date of the loss of the previously registered vehicle. For vehicles that are a total loss, it is important for insurance companies to let dealerships know the date of the total loss to make sure the plate is transferred in time.

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## CONDITIONS AND ASSUMPTIONS

The 7-Day Registration Transfer law operates under the following conditions and assumptions:

- The seller has properly assigned the Certificate of Origin (if a new vehicle) or the Certificate of Title (if a used vehicle) and delivered the document to the purchaser at the time of delivery of the newly acquired vehicle, as required by M.G.L. 90D, § 15.
- Vehicle, in this context, means a motor vehicle or trailer.
- Owner, in this context, means a person, corporation, or other entity legally qualified to hold Title to property.
- The owner, if a person, must be at least 18 years of age.
- The previously owned vehicle and the newly acquired vehicle must be of the same type and have the same number of wheels.
- When operating the newly acquired vehicle, an owner must carry either an original copy of the bill of sale (Motor Vehicle Purchase Contract, if purchased from a dealer) that indicates the registration number to be transferred or a Certificate of Transfer issued by the dealer.
- The license plates must be attached to the newly acquired vehicle.
- The newly acquired vehicle may be a new or a used motor vehicle or trailer.

### Several questions to ask when utilizing the 7-Day Transfer Law:

- Has the insurance been verified? *Contacting the insurance company or agent is vital in this instance before allowing the customer to take delivery of the vehicle.*
- Has the financing been completed? *This protects the dealership from possible scams.*



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

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## PLATE REACTIVATION WITHIN A TRANSFER

Within the EVR Plate Transfer transaction, there is an option to reactivate a customer's cancelled plate. This functionality allows the customer to select a cancelled plate that they own and restart the registration on their new vehicle. In order to reactivate, the status of the plate must be "Cancelled".

Prior to the transaction, the IEP will need to confirm that the customer is still in possession of the physical plate that is being reactivated as there will not be an option to request the plate be re-manufactured through EVR. This will be done by having the customer complete the [Reactivation Certification for EVR form](#)<sup>13</sup> which must be signed by all owners of the plate to attest that the customer is in possession of the plate (see *Reactivation Certification for EVR*, page 62). This document must be included in the scan portfolio for a Plate Reactivation.

- *Note: If the reactivated plate in the customer's possession is not able to pass inspection, it is the responsibility of the customer to request replacement plates through [myRMV](#)<sup>14</sup>. The customer will need to submit the documentation proving replacement plates have been ordered during their inspection.*

The length of time that the plate has been cancelled factors into whether or not the plate can be reactivated. As with a normal Plate Transfer, the IEP will need to perform a Plate Inquiry to review that the status of the plate is Cancelled, to confirm the owner information on the plate matches the owner(s) of the new vehicle, and to identify the Cancel Date of the plate to determine the eligibility of the reactivation:

- **If the plate has been cancelled for a year or less**, it may be eligible to be reactivated through EVR.
- **If the plate has been cancelled for more than one (1) year**, the transaction cannot be processed on EVR. There are complex business rules that get activated for a plate after a year that cannot be handled by EVR personnel. The customer must go to a Service Center if they want to keep that plate to process the transaction, though there is no guarantee the transaction will be successful at a Service Center.

Although the Plate Reactivation is completed through the Plate Transfer transaction, the registration fees and expiration date of the plate will function more like that of a New Registration and Title, or Plate Reassignment transaction. Depending on when the transaction is being processed and what month the plate is set to expire, the transaction will extend the expiration date as far out as the registration term allows to give the customer the most time on their registration possible, and the fee will be subject to any applicable proration (see [Appendix N: Proration Chart](#), page 162).

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<sup>13</sup><https://www.mass.gov/doc/reactivation-certification-for-evr/download>

<sup>14</sup><https://mass.gov/myrmv>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

**Example Scenario:** The customer has a Passenger Normal Red plate ending in 7, which **expires July 31<sup>st</sup>, 2022**. The customer cancels the plate and then at a later date requests to reactivate this plate on their new vehicle through EVR.

1. If the customer originally cancelled their plate on **May 15, 2021** and the EVR location **processes the reactivate transaction on June 1, 2021**, then the **expiration date of the reactivated plate will remain as July 31, 2022** and the customer would pay the prorated registration fee of **\$35**.
  - The expiration date cannot be extended beyond two (2) years and the fee reflects the 14-month registration period of June 1, 2021-July 31, 2022.
2. If the customer originally cancelled their plate on **May 15, 2022** and the EVR location **processes the transaction on June 1, 2022**, then the **new expiration date of the reactivated plate will extend to July 31, 2023** and the customer would pay the prorated registration fee of **\$35**.
  - The expiration date has been extended one (1) year beyond the original expiration date of the plate and the fee reflects the 14-month registration period of June 1, 2022-July 31, 2023.
  - In this scenario, you would need to provide your customer with a **new decal** from your inventory reflecting the new expiration date.
3. If the customer originally cancelled their plate on **May 15, 2022** and the EVR location **processes the Reactivate Transaction on August 1, 2022**, then the **new expiration date of the reactivated plate will extend to July 31, 2024** and the customer would pay the full registration fee of **\$60**.
  - The expiration date has been extended to the full two (2) years and the fee reflects the full registration term.
  - In this scenario, you would need to provide your customer with a **new decal** from your inventory reflecting the new expiration date.

Here is a chart that compiles the important dates from the preceding *Example Scenarios*. The customer has a Passenger Normal Red plate ending in a 7, which **expires July 31, 2022**. Take note of the years for each of the dates to help understand the scenarios.

Scenario #	Cancel Date	Reactivate Date	Proration Fees	New Expiration Date
1	May 15, 2021	June 1, 2021	\$35 (14-month reg pd.)	July 31, 2022
2	May 15, 2022	June 1, 2022	\$35 (14-months reg pd.)	July 31, 2023
3	May 15, 2022	August 1, 2022	\$60 (full registration)	July 31, 2024

Refer to [Appendix B: Eligible Plate Types Per Transaction](#) (page 139) for up-to-date information on which plate types are allowed to be reactivated.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## PLATE REASSIGNMENTS

Through EVR, a license plate can only be reassigned when a lease is involved. The Plate Reassignment transaction is performed when a customer leases a vehicle and wishes to retain possession of their current plate. The transaction will cancel the plate on one vehicle under one owner and then reassign the plate to a vehicle under another owner within one transaction through the Service Provider software. The plate can be reassigned from:

1. **An individual owner to a leasing company.** In this scenario, the customer already owns the plate and applies to lease a vehicle. The plate is reassigned from the customer to the leasing company as the owner.
2. **A leasing company to an individual owner.** In this scenario, the plate is currently registered to the leasing company and in use by the customer. The customer purchases the vehicle as a retail or cash sale (lease buyout). The plate is reassigned from the leasing company to the customer as the new owner.
3. **One leasing company to another (third party reassignment).** In this scenario, the customer currently leases a vehicle with one leasing company (Company A) and Company A owns the plate. The customer wants to end their lease with Company A and lease a new vehicle with a different leasing company (Company B). The customer would like to retain the plate owned by Company A and reassign it to the new vehicle they are now leasing with Company B. The plate is reassigned from leasing Company A to leasing Company B.

Like a New Plate transaction, the customer will pay the full plate fee (unless prorated) and they will have between a 1 year and 2-year registration depending on what type of license plate is being reassigned. A new decal may be required for a Plate Reassignment since there has been a change of ownership and it is possible the expiration date will change.

On EVR, a reassignment can only be done for leased vehicle. Both the Registration and Application (see page 45) and the [Request for License Plate Reassignment](#)<sup>15</sup> form (see page 61) must be used to request a Plate Reassignment. Any requests for a Plate Reassignment transaction that does not involve a lease must be sent to the Service Center for processing. Refer to the Request for License Plate Reassignment form and [Appendix B: Eligible Plate Types Per Transaction](#) (see page 139) for up-to-date information on which plate types are allowed to be reassigned.

**Note:** *If you are completing a Plate Reassignment for a Veteran Plate, your EVR Software may require the customer's DD-214 Paperwork indicating that they have been honorably discharged from the military. The DD-214 paperwork can be substituted with a copy of the customer's Massachusetts license that shows their Veteran's Status (the status will be denoted by a blue star and the word "Veteran" displaying below the customer's address). Customers who have a Massachusetts' license with veteran status have already submitted their DD-214 paperwork to the RMV and therefore a copy of this license can be scanned and tagged as the DD-214 during a Plate Reassignment.*

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<sup>15</sup> <https://www.mass.gov/doc/request-for-license-plate-reassignment/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## REGISTRATION RENEWALS

Registration Renewal transactions are performed to either prevent a registration from expiring or to update a registration that has already expired to be active again. On the EVR Program, registrations can be renewed up to three (3) months prior to expiration and up to one (1) year after the expiration. IEPs can ONLY perform renewals for their own customers.

Individual EVR Participants can update several items during a Registration Renewal transaction, including:

- Insurance Company (requires new Insurance Stamp)
- Address (Residential, Garaging, or Mailing)
- Vehicle Color
- Fuel Type
- Registered Weight (for commercial vehicles and trailers)
- Number of Seats (for bus, school pupil, livery and taxi plates only)
- USDOT and Taxpayer ID Number (TIN)

If any of the preceding information is updated during renewal, either an *RTA* or *RMV-2* must be collected and scanned with the transaction to request the registration amendment.

**Note:** *Company information cannot be changed during a Registration Renewal transaction. There is an FID form provided on the Service Provider website that can be faxed to the FID department at the RMV. The FID department can use this information to input the new company information.*

Refer to [Appendix B: Eligible Plate Types Per Transaction](#) (page 139) for up-to-date information on which plate types are allowed to be renewed.

## PLATE CANCELLATIONS

Plate Cancellations transaction terminate the customer's active Massachusetts registration so that the vehicle can no longer be driven. Plate Cancellation transactions can be performed for individual owners and companies with an FID number. The Plate Cancel transaction is also available for the customer to complete for free on their own through [myRMV](#)<sup>16</sup>.

A Plate Inquiry must always be performed before an EVR Plate Cancel transaction to confirm that the plate belongs to the customer who is requesting the cancellation and to make certain the plates are not already cancelled or swapped. If during the Inquiry you see the plate is "Revoked", note that it can still be cancelled, but the customer must pay the reinstatement fee before the transaction can be performed.

EVR locations do not need to collect the customer's plates upon cancellation. The customer may dispose of their own plates. You may accept the plates if the customer prefers to turn them in. If the customer does turn in their

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<sup>16</sup> <https://atlas-myrmv.massdot.state.ma.us/myrmv/> /

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

license plates to you, and requests they be cancelled, you MUST cancel the plates as soon as possible to avoid any inappropriate plate revocations and fees. All plates that have been turned in MUST be destroyed either by folding or cutting the plates in half.

Refer to [Appendix B: Eligible Plate Types Per Transaction](#) (page 139) for up-to-date information on which plate types are allowed to be cancelled on EVR.

## INVENTORY

EVR Traditional Permit Holder locations are expected to maintain physical, on-hand RMV plate inventory, which allows these locations to immediately issue their customers the physical tin plate, decal, and registration as part of new plate transactions. Inventory is ordered by the EVR locations/participants through their Service Provider software.

EVR Program Inventory includes:

- Select Plate Types (*On Hand Plate Inventory*, page 26)
- Year Decals (page 27)
- Temporary Plate Sleeves (page 121)

*Note: License plates and decals must be secured at an approved location by the EVR department, such as a locking filing cabinet or a safe. If a safe is used, it can only be accessed by EVR authorized users (IEPs).*

## INVENTORY ORDERS

### PLACING INVENTORY ORDERS

Inventory orders are placed in the Service Provider software. The order requests are sent to the RMV Distribution Center for fulfillment. In approximately 7-10 business days, the Permit Holder shall expect delivery of their supplies via UPS.

For authorized EVR locations maintaining plate inventory, a reorder point of 20% of the monthly average plate issuance per plate type must be maintained. This means that typically, when your location opens the last available plate box for a particular plate type you need to promptly order new stock of that plate type.

Please note that temporary plates are ONLY to be issued for special or eligible plate orders. They are NOT to be used for plate types that are eligible to be issued from on-hand inventory unless explicit permission is granted by the RMV.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

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## RECEIVING INVENTORY

Upon arrival, inventory must immediately be accepted electronically in your Service Provider software. You **MUST** accept all of your orders (plates and decals) within 24 hours of receipt and confirm all plates in the boxes and the decals received are the ones ordered. Mark any plates that are damaged, missing, or stolen as needed to help ensure the inventory reconciliation that is done on the backend will be accurate for the Permit Holder location. If these plates are not accurately marked, your software may try to issue that plate number to a customer during your transactions. If the plates received do not match the plates order, accept the order, and mark the plates as missing. Then reach out to your Service Provider Help desk with any differences from the order placed.

Follow all EVR and Service Provider guidelines and instructions to ensure that the inventory was added correctly, not only on individual processing stations but also on the Service Provider mainframe. Inventory must be added to the system in order to perform transactions. At least one (1) series of plates and three (3) years of decals (current year, next year, year after next) must be entered to perform transactions.

**You MUST make sure you have accepted the order in your Service Provider software.** Inventory orders that are not accepted will cause issues for you and the RMV Distribution Center. This will be noted by EVR Compliance Officers during audits.

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## SECURING INVENTORY

Inventory items must be placed in a secure safe, file cabinet, etc., after they are entered into the Service Provider software.

- *Note: Securely store damaged and obsolete inventory at the Permit Holder location until an EVR Compliance Officer can retrieve them. Do not mail damaged inventory to the RMV. Unused previous year's decals should also be kept onsite to be picked up by an EVR Compliance Officer on their next visit. Do NOT affix decals to plates before they are distributed. The exception to the storage of damaged inventory is temporary plate sleeves. Damaged temporary plate sleeves can immediately be disposed of and do not need to be stored for the Compliance Officer to retrieve.*

## ON HAND PLATE INVENTORY

Each Permit Holder location may be issued the following license plate types to keep in their on-hand inventory:

- Passenger Normal Red
- Commercial Normal
- Livery Normal
- Motorcycle Normal
- Electric Vehicle
- Trailer Normal

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Any additional plates that can be issued new through EVR, like passenger special plates, are issued to customers through RMV Centralized Plate Distribution (page 28). IEPs will issue this customer a temporary paper plate (page 120) and temporary registration (page 122) to use with their vehicle until their tin plate, permanent registration, and decal (page 27) is received in the mail.

Temporary plates can only be issued for plate types that cannot be ordered in your inventory stock, like passenger special plates. They are NOT to be used for plate types that should be available in on-hand inventory unless explicit permission is granted by the RMV. Abuse or unauthorized use of temporary plates may result in loss of your EVR access and possibly lead to a law enforcement investigation.

These plate types are available to order from any Permit Holder location, but only plates that are needed for day-to-day business should be ordered. Plate distribution from the RMV is as follows:

- 27 sets per box for passenger plates
- 25 sets per box for commercial plates
- 50 per box for motorcycle plates (single plate)
- 50 per box for trailer plates (single plate)

*Note: All dealers and agents are required to safeguard and distribute license plates. These plates are for EVR Program use only!*

After receiving each inventory order, immediately review the order to determine if any errors exist. Make sure that each plate:

- Falls within the series indicated on the box.
- Is sequentially ordered within the box.
- Is packed in sets of two identical plates (*if applicable*).
- Is formatted correctly (i.e., no damage or smudged ink).

Refer to *Plates Types* (page 29) and the [EVR Plate Manual<sup>17</sup>](#) for information on these and other plate types you will see on the EVR Program.

## DECALS

Decals are small adhesive stickers, which customers must attach to their rear license plate in order to validate their registration. The year decal provided to the customer should match the expiration year of the vehicle's registration. All dealers and agents are issued decals for the current year, next year, and year after next, giving at least three (3) years in total. These decal "books" contain 50 decals per book. Unused previous year's decals shall be kept onsite to be picked up by an EVR Compliance Officer on their next visit.

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<sup>17</sup> <https://www.mass.gov/doc/evr-plate-manual/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE



When a Permit Holder receives decals, they must be inspected for defects. If there are defective decals, they shall also be kept at the Permit Holder's location until an EVR Compliance Officer's next visit. If there is an entire defective book of decals, contact your Service Provider Help Desk for assistance. They will be able to contact the RMV Inventory email inbox for assistance in replacing that inventory.

Several rules for decals are:

- Do NOT give decals out to anyone - These are only for use in qualifying transactions.
- Do NOT affix decals to plates before they are distributed.
- If an entire book of decals is damaged, place a new order immediately. If you are completely depleted of that series as a result, contact your Service Provider Help Desk if decals are needed immediately.
- The RMV Distribution Center may opt to send fewer than 50 decals depending on their current stock.

## CENTRALLY DISTRIBUTED PLATES

There are additional plate types that can be issued through EVR that will NOT be available through on-hand inventory. These plates will be issued through RMV Centralized Plate Distribution rather than ordered or maintained through EVR physical inventory.

- For these plates, Individual EVR Participants will order the plate type that is not available on-hand for the customer through the EVR transaction, but the customer will not be given their tin plate on the day of their transaction. Instead, the customer will be provided a temporary plate (page 120) and temporary registration (page 122) to use on their vehicle until their tin plate is received in the mail. The request for the plate will be sent to the RMV Fulfillment team who will issue the plate to the vehicle and then mail the updated registration, tin plates, and decal directly to the customer. The number on the temporary plate and registration will not be the same plate number as the tin Plate that will be sent in the mail.

The following plates types can be centrally distributed through EVR:

- Passenger Special/Charitable (e.g., Red Sox, Patriot, Cape & Island plates).
- Hearse
- Electric Commercial
- Snow Removal
- Semi-Trailer



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- Taxi Normal
- Camper Normal
- Municipal (including Fire & Police)

Please note that for Traditional EVR locations, temporary plates are ONLY to be issued for the plate types listed above that are not available through on-hand inventory. They are NOT to be used for plate types that should be available in on-hand inventory unless explicit permission is granted by the RMV.

## PLATE TYPES

There are many plate types that can be processed on EVR Traditional. Each plate type has different rules, but there are several general license plate rules that apply across most plate types:

1. Per law enforcement, if the plate type registered has 2 plates (front and rear), you need both to operate the vehicle.
  - **Note:** *Most plate series that can be processed on EVR have 2 plates per number. The exceptions that only have 1 plate are Motorcycle, Trailer, and Passenger Normal Green Plates.*
2. Most license plates require a year decal that displays the expiration year of the vehicle. If the plate requires a decal, the customer must place it in the upper right corner of the rear license plate.
3. Depending on the expiration date of the license plate and the time of year a new plate is applied for, the registration fee may be prorated if the customer does not receive the full 1-year or 2-year term of their registration. Be sure to check the registration fees on the transaction receipts when they print to confirm whether the fee was prorated.

The next sections review the most common plates that will be issued on EVR along with a summary of key business rules that correspond with those specific plate types. Refer to the [EVR Plate Manual<sup>18</sup>](#) for more in-depth information on plate types.

## PASSENGER NORMAL RED PLATES

Passenger Normal Red plates are the most common plates on the program.

### Key Facts for Passenger Normal Red Plates:

- Newly issued Passenger Normal registrations have expirations of no more than two (2) years and no less than 13 months from their issuance date.
- The last sequential number on the plate corresponds with the month of expiration in the top left-hand corner (i.e., A plate ending in the number “4” will expire on the last day of April).



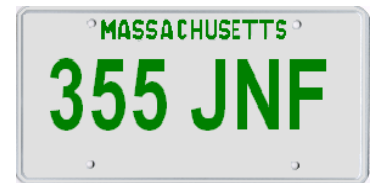
<sup>18</sup> <https://www.mass.gov/doc/evr-plate-manual/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

- The RMV does not manufacture November or December Passenger Normal plates.
- All Passenger Normal registrations start at \$60.00 and \$2.50 is subtracted from that amount for every month that is less than the full 2-year registration period. This is known as prorating the registration fees. The prorated fee is determined by the month the vehicle is registered in and the month the plate will expire based on the plate's last digit (see [Appendix N: Passenger Plate Proration Chart](#) , page 162).
  - For on-hand inventory, your Service Provider software determines what plate is issued from inventory. Depending on the stock of plates you have available, your software may not issue the full \$60 registration fee and full 2-year registration term.
    - In order to charge the full \$60 registration fee and receive the full registration term during a new plate transaction, the previous month's plate must be issued during the current month. For example, in order to issue a full \$60 registration during the month of March, the plate being registered must end in 2. This means the plate expires at the end of February and gives the customer the full 2 year registration term. If you were to issue a 3 ending plate during March, the customer does not get the full month of March on their registration so the fee is prorated.
    - Since there are no November or December expiring passenger normal plates, there are two months of the year that will always have a prorated registration fee: December and January. This is because there is no previous month's plate to issue.

## PASSENGER NORMAL GREEN PLATES

The Passenger Normal Green plates are an older plate series that are no longer distributed or manufactured by the RMV but are still active on the road. This plate type cannot be issued through the New Plate transaction or reactivated. Because only one (1) green plate was originally distributed, only one (1) green plate needs to be on hand in order to transfer the plate.



- *Note: RMV Service Centers have the ability to replace a customer's Passenger Normal Green plate with a Passenger Normal Red Plate of the same characters for free if the inspection has failed. This cannot currently be processed through the EVR program.*

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## PASSENGER SPECIAL PLATES

EVR has the ability to issue Passenger Special Plates that have been produced to raise money for charitable and non-profit organizations. These Passenger Special plates work the same as Passenger Normal plates in terms of expirations, decal placement, and number of plates issued.

There are several differences too:

1. Passenger Special Plates will be centrally distributed instead of kept on hand as inventory. The customer will be issued a temporary plate (see page 120) at the time of the transaction.
2. Passenger Special plates have a prefix (the first 2 vertical letters on the plate that are part of the registration number).
3. The bottom of the Passenger Special plates will display either the type of plate or the name of the charitable/nonprofit organization the plate is supporting.
4. All Passenger Special plates have a specialty plate fee in addition to the registration fee.



Available Passenger Special Plates and their specialty plate fees:

Special Plate Type	Fee	Special Plate Type	Fee	Special Plate Type	Fee
Mass Animal Coalition	\$40	Basketball Hall of Fame	\$40	Free Masons	\$40
ALS One	\$40	Habitat and Heritage	\$40	Fish and Wildlife	\$40
Cure Breast Cancer	\$40	Invest in Children	\$40	White Shark	\$40
Bruins	\$40	Martha's Vineyard	\$40	UMass	\$40
Blackstone Valley	\$40	New England Patriots	\$40	United We Stand	\$40
Cape Ann	\$40	Nantucket Island	\$40	Red Sox	\$40
Conquer Cancer	\$40	Olympic Spirit	\$40	Protect and Serve	\$40
Choose Life	\$40	Plymouth 400	\$40	Fallen Heroes	\$40
Cape and Island	\$50	Pan Mass Challenge	\$40	Fresh and Local	\$40
Celtics	\$40	Welcome Home	\$40	Right Whale	\$40
Fire Fighters Memorial	\$40	Dr. Seuss	\$40	Zoo New England	\$40
Overdose Awareness	\$40	Massachusetts 250 Years of Independence	\$40		

## ELECTRIC VEHICLE PLATES

Electric Vehicle plates are the only Special Plate that will be kept on hand in your physical inventory and that have no special plate fee. There are passenger and commercial EV plates. Electric plates are only used for hybrid and electric vehicles. EV plates cannot be transferred or issued to any other fuel type.



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## VANITY PLATES

A Vanity plate is a specific sequence of numbers or letters that is requested directly from a customer and has been approved by the RMV for use. Vanity plates are available for customers to order online and at any Service Center. All vanity plates expire November 30<sup>th</sup>. Here are several examples of the type of vanity plates:



Passenger Vanity



Commercial Vanity



Motorcycle Vanity

Other available vanity plates include Camper Vanity, Antique Vanity, Livery Vanity, and Bus Vanity.

## RESERVED PLATES

Passenger and Commercial Reserved plates can be transferred on the EVR program. There are two (2) types of Passenger Reserved Plates:

- "Regular" Passenger Reserved
- Lottery Passenger Reserved

Regular Passenger Reserved plates contain five (5) numbers and the last number of the sequence corresponds with the expiration date in the top left corner. Commercial Reserved plates work the same as Commercial Normal plates, expiring on December 31<sup>st</sup>, either every year or every two (2) years, based on the vehicle weight. Here are several examples of Reserved plates:



Passenger Reserved



Commercial Reserved

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## LOTTERY PLATES

Lottery Plates are Passenger Reserved plates that are obtained by entering and winning a lottery run by the RMV. These plates work the same as “regular” Passenger Reserved plates and Passenger Normal plates. Refer to the [EVR Plate Manual](#)<sup>19</sup> for a breakdown of the Lottery Plate series. Several examples of Lottery Plates are:



Lottery plates **cannot be reassigned, re-issued, or reactivated** through the EVR program, only transferred. When requesting a lottery re-assignment at a Service Center, the customer will need a notarized [Application for Lottery Plate Re-assignment](#)<sup>20</sup> form.

## COMMERCIAL NORMAL PLATES

Commercial Normal plates are used to distinguish vehicles that are used in intrastate commerce (often used in business for transporting goods/passengers).



### Key Facts for Commercial plates:

- All Commercial registrations expire December 31<sup>st</sup>.
- Commercial vehicles 5000 lbs. and under are issued a biennial registration (2-year).
- Commercial vehicles 5001 lbs. and over are issued an annual (1-year) registration.
- Vehicles registered at 10,001 pounds or more require a USDOT number if used for commercial purposes (see page 34).
- Vehicles registered at 55,000 pounds or more will require a paid Heavy Weight Use Tax (HVUT) 2290-Schedule 1 form for every renewal after their initial registration (see page 111).
  - **Note:** *The heavy vehicle use tax or HVUT is a fee assessed annually on heavy vehicles operating on public highways at registered gross weights equal to or exceeding 55,000 pounds. This tax is in place to help finance the upkeep of roadways that are put under higher stress due to the weight of these vehicles.*
- Commercial Normal registration fees are determined by the weight of the vehicle plus the load it will carry. The registered weight should be the empty weight plus the load it carries but cannot exceed the Gross Vehicle Weight Rating (GVWR). The customer determines the registered weight of their vehicle as they know what will be hauled. The customer dictates whether they list the empty weight of the vehicle or any other amount up to the GVWR. (The GVWR can be found on the driver's side doorframe).

<sup>19</sup> <https://www.mass.gov/doc/evr-plate-manual/download>

<sup>20</sup> <https://www.mass.gov/doc/application-for-lottery-plate-re-assignment/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

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## COMMERCIAL PLATE FEES

The registration fees are as follows:

- 5,000 lbs. and under = \$20.00 per 1,000 lbs. per year (biennial registration).
  - **Example:** For a truck that weighs 5,000 lbs., the registration fee for a Commercial Normal plate would be \$200 for a full 2-year registration.
- 5,001 lbs. and over = \$20.00 per 1,000 lbs. per year (annual registration).
  - **Example:** For a truck that weighs 8,000 lbs., the registration fee for a Commercial Normal plate would be \$160 for a full 1-year registration.
- Commercial Normal plate registration fees may also be prorated. The fee for a Commercial Normal plate registered after October 1<sup>st</sup> will be half the normal fee for the remainder of that year.
  - **Example:** For a truck that weighs 5,000 lbs., if the truck is registered on 10/2/20 the customer will pay a total of \$150 for the registration (\$50 for the remaining months in 2020 and \$100 for the full year of 2021).

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## COMMERCIAL TRANSFERS

The fee for a Commercial Plate transfer is \$25.00 unless there is a weight change. The weight change could affect the fee and the registration expiration in one of two ways:

1. If the new weight changes from **5,001 lbs. or over** to **5,000 lbs. or less**, the registration becomes a 2-year registration and will expire at the end of next year.
2. If the new weight changes to become **5,001 lbs. or over**, the old vehicle fee will increase, and the registration becomes a 1-year registration that will expire at the end of the current year.

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## USDOT NUMBER REQUIREMENTS FOR COMMERCIAL VEHICLES

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### WHAT IS THE USDOT NUMBER REQUIREMENT?

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Massachusetts adopted the Federal Motor Carrier Safety Regulations requiring intrastate motor carriers in Massachusetts to obtain and display a United States Department of Transportation (USDOT) number as of September 1, 2018 under 540 CMR 2.0. Enforcement of this regulation began in January 2019.

- *Note: In this instance, intrastate means motor carriers who operate within the state of Massachusetts only, as opposed to those that conduct business between multiple states.*

The USDOT number serves as a unique identifier when collecting and monitoring a company's safety information acquired during audits, compliance reviews, crash investigations, and inspections. All USDOT numbers are associated with a Federal Tax Identification (FID) number or Social Security Number (SSN).



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

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## WHO DOES THE USDOT REQUIREMENT EFFECT?

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Commercial motor vehicles (CMVs) must be permanently marked with a USDOT number if they meet ANY of the following conditions:

- The Commercial Motor Vehicle is engaged in intrastate commerce having a gross vehicle weight rating or gross combination weight rating of 10,001 or more pounds, and/or;
- The Commercial Motor Vehicle is used in the transportation of hazardous materials in a quantity requiring placarding, and/or;
- The Commercial Motor Vehicle is designed to transport more than 15 passengers, including the driver, used in intrastate commerce in Massachusetts.

The following customers are **exempt** from the USDOT number requirement:

- Government or Municipality business types
- MBTA and Regional Transit Authority vehicles
- 7D Vehicles
- School Buses
- Driving School Vehicles

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## HOW DOES THIS IMPACT EVR USERS?

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EVR users have the ability to collect the USDOT and FID numbers systematically. When you enter a USDOT number in the EVR software the associated FID is also required.

- ✓ The USDOT and the FID numbers will then be checked against the Federal Motor Carrier Safety Administration (FMCSA). If a USDOT is not found for the FID provided, you may need to consult with the customer to determine if they may have used an alternate FID number. For example, if the customer is a sole proprietor who provided an FID, you may need to submit with an SSN instead. This is because sole proprietors may be recorded under either their FID or SSN.

As best practice, if the customer provides the USDOT and FID, they should be collected and recorded when completing transactions. These are currently optional fields but in the near future will become required. You will receive notice prior to the fields becoming required.

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## WHERE SHOULD YOU DIRECT CUSTOMERS FOR MORE INFORMATION?

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Existing RMV customers who meet the USDOT number conditions have been notified by letter that they are required to provide their USDOT number and associated FID at the time of registration transactions.

If the customer is not able to provide the USDOT and FID numbers during their EVR transaction, you may want to remind customers that this may be a required field at the customer's next transaction for the vehicle.

If customers have questions about how to obtain a USDOT Number, advise them to visit

<https://www.fmcsa.dot.gov> and follow the Registration link. The company will be issued a single USDOT number that must be displayed on all CMVs that the company operates, including leased vehicles. There is no charge to obtain this number.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

- You can check the status of a USDOT number by visiting the [Safety and Fitness Electric Records \(SAFER\) System<sup>21</sup>](#). Navigate to the page and scroll down to FMCSA Searches. Select the Company Snapshot then enter the USDOT number and click Search. You must ensure that there is not an Out of Service Date on the record. If one exists, advise the customer that they must resolve the out of service order. Failure to do so will result in the customers registration to be revoked.

## HEARSE PLATES

A Hearse plate is a commercial plate type that can be issued to a vehicle that is regularly used during business of a licensed embalmer or a licensed funeral director. Hearse plates will be registered according to weight like any other commercial plate. The fee is based off the weight of the vehicle and the load it will carry. Vehicles weighing up to 5,000 pounds will have a 2-year registration; vehicles weighing 5,001 pounds or more will have a 1-year registration.



Through the EVR program, a Hearse plate **CAN ONLY** be registered to a funeral home (business entity).

Any individual who is either a licensed Embalmer or a Funeral Director or who has a contract with a licensed Embalmer/Funeral Director and would like to apply for a Hearse plate should be directed to an RMV Service Center for processing.

Never register a vehicle with Hearse plates to a registrant whose vehicle use is Personal or for standard Commercial purposes!

## SNOW REMOVAL PLATES

Snow Removal Plates are a type of Commercial Plate issued to customers who use their vehicles as snowplows or salt/sand vehicles in the winter. Snow Removal plates are valid for one year (regardless of the vehicle's weight), with an expiration date of September 30th. The fee for a Snow Removal plate is not prorated. Fees are based off of the weight of the vehicle and the load, plow, and any other equipment that is attached to the vehicle. Snow Removal Plates must be registered with Commercial as the Use Type.



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<sup>21</sup> <https://safer.fmcsa.dot.gov/>



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## TRAILER NORMAL PLATES

A trailer plate is issued to any vehicle or object on wheels that has no motor of its own, but which is drawn by, or used in combination with, a motor vehicle. This does not include a dolly, a pair of wheels used as an implement for purposes other than transportation, or a vehicle that is used only for transporting or towing a registered vehicle. In addition, machinery, vehicles, or implements used in the operation of a farm or estate are not considered to be trailers. Trailer plates are issued to trailers and most pop-up campers.



### Key Facts for Trailer Plates:

- The Trailer Normal Plates in your inventory will either consist of a series with 6 numbers or a series with 1 letter followed by 4 numbers and will all have the word “Trailer” imprinted at the bottom of the plate.
- Only one Trailer Normal Plate is issued per registration and that plate must be affixed in a visible space to the rear of the trailer with the expiration decal at the top right-hand corner of the plate.
- Trailer registrations expire every November 30 regardless of the registration date.
- Individual EVR Participants can only process trailer registrations for trailers that are 3001 lbs. and over. Trailers that are under 3001 lbs. must be registered at an RMV Service Center as these trailers are not eligible for a title.
- Trailer registration fees are \$20.00 per 1000 lbs. for the trailers that can be registered on the EVR program. The fees are based on the Registered Weight which is determined by the weight of the trailer plus the total weight it can carry.
- When registering a trailer, you must verify whether the type of trailer being purchased is for personal or commercial use (Field B3. on the RTA). This is important because different trailers carry different insurance and may have a different excise tax (i.e., if it is a boat trailer do not mark it as a utility trailer).
- New trailers must be registered to the manufacturer’s specifications that are listed on the Certificate of Origin or Purchase & Sale.
- Used trailers must be registered to the specifications listed on the Title or previous Certificate of Registration or from information provided by the customer. Refer to the *Trailer Description Chart* (page 38) for further guidelines on how to register trailers.
- All trailers require a Model Number in order to be registered (see *Trailer Description Chart*, page 38).
- Refer to [Appendix O: Trailer Vin Breakdown](#) (page 163) for information on how to decipher a trailer VIN.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

Tips for completing the Registration and Title Application (RTA) for a Trailer Plate (see page 45):

- **Field B1** - VIN typically reflects the final manufacturer of the trailer such as Trail Star, Durabull, etc.
- **Field B2** - Body Style must be "Trailer".
- **Field B3** - Registration Type must be "Trailer" and the "Other" field in B3 must indicate if the use is personal or commercial.
  - **Note:** The Vehicle type entered in the EVR Software must be recorded as a "Trailer".
- **Field B5** - Year, Make, Model, Model Number and Trim should reflect the final manufacturer.
- **Field B6-B9** - Transmission, cylinders, passengers, doors, fuel type and odometer **must NOT** be completed.
- **Field B12** - Enter the Registered Weight.

## TRAILER DESCRIPTION CHART

The following chart contains a complete list of the most common types of trailers (Description) with the corresponding required registration information (Model Name and Model Number). You can use either the Model Name provided by the manufacturer or the name referenced in the chart below. Remember, the Model Number is required for all trailers so that the type of trailer is identifiable.

Description	Model Name	Model Number
Heavy Duty Platform	Heavy Duty	Platfm
Heavy duty other	Heavy	Other
Travel / Auto Home	Use manufacturer's model name	Use manufacturer's model number
Travel Trailer	Use manufacturer's model name	Use manufacturer's model number
Camper / Tent Trailer	Use manufacture's model name	Use manufacturer's model number
Boat Trailer	Boat or use MFR model name	BOAT
Livestock Trailer	Livestock or us MFR model name	LIVSTK
Homemade Camper /Tent trailer	Camper	
Utility-Box	Utility (use MFR if provided)	Box
Utility-Dump	Utility (use MFR. if provided)	Dump
Utility -Flat	Utility (use MFR if provided)	Flat
Utility - Auto Carrier	Utility (use MFR if provided)	Auto
Utility - Tank	Utility (use MFR if provided)	Tank
Utility -Other	Utility (use MFR if provided)	Other
Construction - Generator	Construction (use MFR if provided)	Gen
Construction Compressor	Construction (use MFR if provided)	Compr
Construction Tar Bucket	Construction (use MFR if provided)	Tar
Construction - Chipper	Construction (use MFR if provided)	Chiper
Construction - Cement Mixer	Construction (use MFR if provided)	Cement
Construction - Welder	Construction (use MFR if provided)	Welder
Construction - Cable Reel	Construction (use MFR if provided)	Cable
Construction Other	Construction (use MFR if provided)	Other

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## HOMEMADE TRAILERS

For a homemade trailer, the customer needs to provide a handwritten summary of the costs that they incurred making the trailer. It must be detailed, and any receipts for purchased material can be submitted as additional documents. The statement of fees is used to base the sales tax that is due on the trailer. It must be signed and dated by the customer; but it does not need to be notarized. The date should reflect when the trailer was completed and road ready. The date of completion will also determine the year of the vehicle.

- **Example:** John started building a trailer in 2020 but he completed building the trailer with all required equipment in April 2021. The year of the trailer is 2021 and the date on the statement should reflect April 2021 (the day is determined by the customer).

Currently, homemade trailers that weigh 3,000 pounds or less **CANNOT** be processed on EVR because they do not qualify for a Title.

If the homemade trailer weighs more than 3001 pounds the customer must obtain a [Massachusetts-Assigned VIN<sup>22</sup>](#) by passing an inspection with the State Police. If you are registering a homemade trailer over 3001 pounds that has obtained the MA-assigned VIN, you should enter the Make as Homemade (HMDE) and the Body Style as Trailer. The customer will need to provide you with the written statement for the summary of parts and materials they purchased to make the trailer.

**Any additional documents provided for a homemade trailer MUST be scanned into the transaction.**

## SEMI-TRAILER PLATES

A Semi-Trailer Plate will be issued to a trailer having wheels at the back but supported at the front by a towing vehicle (i.e., tractor-trailer). Like Trailer Normal, the registration fees are based off the weight of the trailer and the load it will carry. Semi-Trailer plates have a 5-year registration period. To register a trailer with a Semi-Trailer plate, the body style of the trailer must be Semi-Trailer. Failure to indicate the body style of Semi on the RTA or in the transaction, will result in the plate being unavailable to issue.



The following types of trailer models can require a Semi-Trailer Plate:

- |                      |                    |                    |
|----------------------|--------------------|--------------------|
| • Car Haulers        | • Dump Trailers    | • Logging Trucks   |
| • Livestock Trailers | • Roll Offs        | • Tank Trailers    |
| • Fifth Wheel        | • Flat Bed Trailer | • Freight Trailers |

Refer to [Appendix O: Trailer VIN Breakdown](#) (page 163) to help determine the type of trailer and whether it may require a Semi-Trailer plate.

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<sup>22</sup> <https://www.mass.gov/how-to/apply-for-a-replacement-massachusetts-assigned-vehicle-identification-number-vin>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## MOTORCYCLE NORMAL PLATES

A motorcycle plate is issued to any vehicle having a seat or saddle for the use of the rider and is designed to travel on not more than three wheels in contact with the ground. A motorcycle Certificate of Origin must define the vehicle as a "Motorcycle" and the engine (which also should be labeled) should be 50 cubic centimeters (CC) or more. **The following are not considered motorcycles:** a motorized bicycle/moped, a motorized scooter, an industrial three-wheeled truck, and a motor vehicle in which the operator and passenger ride within an enclosed cab.



### Key Facts for Motorcycle Plates:

- All Motorcycle Normal registrations expire yearly on December 31th.
- The fee for a Motorcycle Normal plate is \$20. On October 1<sup>st</sup>, the fee is pro-rated to \$10.
- Customers will need to take the motorcycle for an inspection and the inspection sticker will be attached directly to the plate beside the decal.
- The Year of Expiration decal must be placed over the red "sticker here" box on the top center of the plate making sure to leave enough room between the decal and the word "Mass" for the motorcycle's inspection sticker.

*Note: The RMV now requires [Moped plates](#)<sup>23</sup> for all moped and scooters. These plates cannot be issued through the EVR program. Customers will need to visit an RMV Service Center.*

## LIVERY NORMAL PLATES

A Livery Vehicle is any limousine or other vehicle which is designed to carry fifteen (15) or fewer passengers (including the driver) and carries passengers for hire, business courtesy, employee shuttle, customer shuttle, charter, or other pre-arranged transportation, and which vehicle is not required to obtain a taxicab license pursuant to [Massachusetts General Laws Chapter 40 Section 22](#)<sup>24</sup>.



If you are registering a vehicle with Livery plates you must collect the maximum number of passengers for hire (including the driver) that the vehicle will carry. The passengers for hire are referred to as Seats. The Seats should not be confused with the Passengers field or incorrect information will be reflected on the title and incorrect fees could be charged. You must indicate the Number of Seats in section B11 on the RTA (see page 48 for more detail on the RTA).

<sup>23</sup> <https://www.mass.gov/how-to/apply-for-a-moped-registration>

<sup>24</sup> <https://malegislature.gov/Laws/GeneralLaws/PartI/TitleVII/Chapter40/Section22>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

Livery services are regulated almost entirely at the municipal level. With the exception of motor vehicle registration and minimum motor vehicle liability insurance standards, livery companies are not subject to state regulation. While the RMV issues livery license plates to individuals and companies with requisite insurance, there is no state agency or regulatory body that oversees livery drivers.

## TAXI NORMAL PLATES

A Taxicab is any vehicle which carries passengers for hire, and which is licensed by a municipality pursuant to M.G.L. c. 40, § 22 as a taxicab. Taxi drivers must also obtain a distinct “taxi drivers license”.



Like Livery plates, the passengers for hire indicated in the Seats field (B11 on the RTA, page 48) must be obtained. To register a vehicle with the Taxi Normal Plate the Use Type and Plate Type both need to be Taxi.

Taxi and Livery services are regulated almost entirely at the municipal level. With the exception of motor vehicle registration and minimum motor vehicle liability insurance standards, Taxi and Livery companies are not subject to state regulation. While the RMV issues Taxi and Livery license plates to individuals and companies with requisite insurance, there is no state agency or regulatory body that oversees Taxi or Livery drivers.

## CAMPER NORMAL PLATES

The designated use of a Camper Plate is for an Autohome, any motor vehicle originally designed or permanently altered and equipped for human habitation which is not used to transport property other than that property used for human habitation or camping purposes (typically identified by having a permanently installed and operational sink and toilet). A motor vehicle designed primarily to transport property which has been temporarily altered or equipped for human habitation shall not be deemed to be an auto home. (M.G.L. Ch. 90 s. 1)



Camper Normal Plates are 1-year plates that all expire at the end of November every year. The full registration fee is \$50. If the camper is registered after September 1<sup>st</sup>, the fee prorates to half the normal fee for the remainder of that year. A Camper Normal Plate can be used on either a powered vehicle or a camping trailer.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## CAMPER REGISTRATIONS

Motor Homes are built in a “multi-stage” process:

1. The chassis or frame is built by a commercial manufacturer such as Ford, Chevrolet, Freightliner etc. The chassis manufacture will issue the initial Certificate of Origin.
2. The RV builders then builds the RV on the commercial chassis. This process is called the up-fit (or modification) of the chassis becoming the Motor Home. The RV manufacturer will issue an additional Certificate of Origin that reflects the Manufacturer’s Name, Model Name, Body Style, and Year of the Unit.

When registering a motor home both Certificates of Origin (one for the chassis and one from the RV manufacture) are required to be collected and scanned for the transaction. The RTA must reflect the upfit MCO (Certificate of Origin) so that the vehicle is appropriately registered with the information from **the up-fit for the Motorhome specifications**.

## MOTORIZED CAMPERS (POWERED VEHICLES)

There are 3 types of Motorized Campers (powered vehicles) that require Camper Plates:

- Class A Motorhomes
- Class B Motorhomes
- Class C Motorhomes



Class A



Class B



Class C

Follow these guidelines for completing the **Section B. Vehicle Information** of the *Registration & Title Application* for a powered vehicle that is a camper:

- **Field B1** - VIN typically reflects the chassis manufacturer such as Ford, Chevrolet, Freightliner etc.
- **Field B2** - Body Style must be “Autohome”.
  - **Note:** *The Vehicle type entered in the EVR Software must also be entered as a Autohome*
- **Field B3** - Registration Type must be “Camper”.
- **Field B5** - Year, Make, Model, Model Number and Trim should reflect the final manufacturer which is typically different than the chassis manufacture.
- **Fields B6-B9** - Transmission, cylinders, passengers, doors, fuel type and odometer must be completed.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## CAMPING TRAILERS

The following camping trailers or Towable Campers are eligible for Camper Plates:

- Travel Trailers.
- 5th Wheel.



Fifth Wheel



Toy Hauler



Travel Trailer

Follow these guidelines for completing the **Section B. Vehicle Information** of the *Registration & Title Application* for a trailer that is a camper:

- **Field B1** - VIN will typically reflect the final manufacturer of the camper such as Fleetwood, Winnebago etc.
- **Field B2** - Body Style must be "Camper".
- **Field B3** - Registration Type must be "Trailer".
  - **Note:** *The Vehicle type entered in the EVR Software must be entered as a Trailer*
- **Field B5** - Year, Make, Model, Model Number, and Trim should reflect the final manufacturer.
- **Fields B6-B9** - Transmission, cylinders, passengers, doors, fuel type, and odometer **must NOT** be completed.

## POP-UP CAMPERS

A Pop-up Camper cannot obtain a Camper Plate. You must issue a Trailer Plate and obtain the Registered Weight for the trailer.



Follow these guidelines for completing the Section B. Vehicle Information of the *Registration & Title Application* for a trailer that is a Pop-Up Camper:

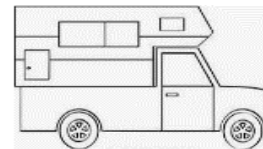
- **Field B1** - VIN will typically reflect the final manufacturer of the camper such as Fleetwood, Winnebago etc.
- **Field B2** - Body Style must be "Trailer".
- **Field B3** - Registration Type must be "Trailer".
  - **Note:** *The Vehicle type entered in the EVR Software must be entered as a "Trailer".*
- **Field B5** - Year, Make, Model, Model number and Trim should reflect the final manufacturer.
- **Fields B6-B9** - Transmission, cylinders, passengers, doors, fuel type and odometer **must NOT** be completed.
- **Field B12** - Enter Registered Weight.



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## TRUCK CAMPER

There are also Truck Campers that have a removable camper portion that can be attached to the vehicle but is not a permanent feature. For these Truck Campers, the camper itself does not get registered. Only the vehicle must be registered, and the customer would be eligible for Passenger plates. Refer to [Appendix C: Body Styles Chart](#) (page 145) for guidance when registering this type of vehicle.



## MUNICIPAL PLATES

Municipal Plates are available to any vehicle owned or leased by a municipality or any political subdivisions within Massachusetts. Municipal plates are issued to vehicles used solely for city or town business like a vehicle used by a city's Department of Public Works. There is no fee charged for a Municipal plate and they do not expire.



**Note:** Many municipalities are self-insured. EVR cannot process transactions for self-insured vehicles. If the vehicle is self-insured (Insurance Code 999), the transaction must be done at an RMV Service Center.

## MUNICIPAL FIRE PLATES

Municipal Fire Plates are available to any vehicle owned or leased by a Massachusetts municipal fire department. There is no fee charged for a Municipal Fire plate and they do not expire.



**Note:** Many municipalities are self-insured. EVR cannot process transactions for self-insured vehicles. If the vehicle is self-insured (Insurance Code 999), the transaction must be done at an RMV Service Center.

## MUNICIPAL POLICE PLATES

Municipal Police Plates are available to any vehicle owned or leased by a Massachusetts municipal police department. There is no fee charged for a Municipal Police plate and they do not expire.



**Note:** Many municipalities are self-insured. EVR cannot process transactions for self-insured vehicles. If the vehicle is self-insured (Insurance Code 999), the transaction must be done at an RMV Service Center.



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## BASIC TRANSACTION FLOW

Though the specific steps of each transaction in your Service Provider software will differ based on the transaction, there is a high-level flow that you will need to follow for each transaction:

1. Review RMV Applications to Determine the Transaction Type
2. Verify Owner Information
3. Collect and Verify Required Documentation
4. Initiate Transactions on your Service Provider Software
5. Scan & Tag Documentation
6. Complete Transaction (Issue RMV Documents)
7. Store Documentation

## REVIEW OR DRAFT RMV APPLICATIONS TO DETERMINE THE TRANSACTION TYPE

First and foremost, you will need to identify which transaction the customer wants to complete. This must be done by either completing the RMV application on the customer's behalf or, (for dealers only) reviewing the RMV application that was completed by the F&I or Sales Department. If you are completing the application on behalf of the customer, your first step may be to discuss the transaction with your customer and run an Inquiry to retrieve key data (see page 114). All of the required information must be entered on the application, including what transaction the customer is requesting. The information on the application will help dictate what supporting documents are required for the chosen transaction. These forms will later be checked against the proof documents to ensure all information matches in the *Collect and Verify Required Proof Documents* (page 70) step.

The next sections review the various RMV applications in more detail, starting with the most common one, the Registration and Title Application.

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## THE REGISTRATION AND TITLE APPLICATION (RTA)

The Registration and Title Application (RTA) is the main application used for the majority of registration and title related transactions at the RMV. The RTA can be used for the following EVR Traditional base transactions:

- **Register and title a vehicle (New Plate & Plate Reassignment)**
- **Transfer plate to a new vehicle (Plate Transfer & Plate Reactivation)**
- **Renew a registration (Registration Renewal)**

The RTA is **required** for the New Plate, Plate Transfer, Plate Reactivation, and Plate Reassignment transactions. For the Registration Renewal transaction, The customer can submit either an RTA or an RMV-2 Form (see page 60).

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

Review the RTA to confirm the transaction the customer is applying for. You must then check the entire RTA to confirm the form has been fully completed and signed. When checking over the RTA, make sure that all sections and fields that apply to the transaction have been completely filled in.

- ✓ Prior to scanning the completed RTA, the IEP processing the transaction must write their first initial and full last name in the upper right-hand corner of the RTA.

The RTA is divided into thirteen (13) sections:

- A. Service Type
- B. Vehicle Information
- C. Title Information
- D. Owner Information
- E. Lessee Information/in custody of
- F. Business Owner Information
- G. Garaging Address
- H. Lienholder Information
- I. Sale or Use Tax Schedule
- J. Purchase Information
- K. Insurance Information
- L. Seller Information
- M. Certification and Signature of Applicants

The front view of the Registration and Title Application form shows sections A through E. Section A, 'Service Type', includes options for registering a new vehicle, renewing a registration, or applying for a salvage title. Section B, 'Vehicle Information', covers registration type, color, body style, and transmission. Section C, 'Title Information', includes title type and previous title details. Section D, 'Owner Information', covers the owner's name, address, and contact information. Section E, 'Lessee Information / In Custody of', covers the lessee's name and address. The form is labeled 'REGISTRATION AND TITLE APPLICATION' and 'REGISTRY OF MOTOR VEHICLES'.

Front

The back view of the Registration and Title Application form shows sections F through M. Section F, 'Business Owner Information', includes fields for email, company name, and physical address. Section G, 'Garaging Address', includes fields for address, city, state, and zip code. Section H, 'Lienholder Information', includes fields for lienholder name and address. Section I, 'Sales or Use Tax Schedule', includes fields for sales price, trade-in allowance, and tax calculation. Section J, 'Purchase Information', includes fields for purchase date and tax payment. Section K, 'Insurance Information', includes fields for insurance company, policy number, and effective date. Section L, 'Seller Information', includes fields for seller name and address. Section M, 'Certification and Signature of Applicant(s)', includes a signature line and a date field. The form is labeled 'REGISTRATION AND TITLE APPLICATION' and 'REGISTRY OF MOTOR VEHICLES'.

Back

The [New Registration and Title Application Instruction Guide](https://www.mass.gov/doc/registration-and-title-application-instruction-guide/download)<sup>25</sup> is a detailed document that reviews each section of the RTA in depth with detailed information on how to complete the application. This document and a printable version of the RTA form can be found on the EVR Program Documents webpage. The following pages review the EVR specific information you need to know within each section of the RTA. This information is not included in the instruction guide.

<sup>25</sup> <https://www.mass.gov/doc/registration-and-title-application-instruction-guide/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## SECTION A. SERVICE TYPE



A. Service Type													
Select the transaction to be performed. Provide the plate number below if applicable.													
Plate Type	Plate Number												
Transactions/Amendments in <b>bold</b> require an insurance stamp. Italicized transactions may require an insurance stamp. Transactions with * require plate type and number above.													
<b>I Want To:</b> <input type="checkbox"/> <b>Register and title a vehicle</b> <input type="checkbox"/> <b>Transfer plate to a new vehicle*</b> <input type="checkbox"/> <i>Renstate a registration*</i> <input type="checkbox"/> Apply for a salvage title <input type="checkbox"/> Apply for a title only <input type="checkbox"/> <b>Apply for a registration only</b> <input type="checkbox"/> <b>Transfer a plate between two vehicles*</b> <input type="checkbox"/> <b>Register previously titled vehicle</b> <input type="checkbox"/> Title previously registered vehicle* <input type="checkbox"/> <b>Transfer vehicle to surviving spouse*</b>													
<input type="checkbox"/> Change plate on existing vehicle with no amendments* <input type="checkbox"/> <i>Renew a registration*</i> <input type="checkbox"/> <i>Amend a registration*</i> Select the information to be amended. Enter new information in the section indicated. <table border="0"><tr><td><input type="checkbox"/> Registration Type (B 3.)</td><td><input type="checkbox"/> Address (D, E or F)</td></tr><tr><td><input type="checkbox"/> Color (B 4.)</td><td><input type="checkbox"/> Lessee (E)</td></tr><tr><td><input type="checkbox"/> Fuel Type (B 8.)</td><td><input type="checkbox"/> Garaging Address (G)</td></tr><tr><td><input type="checkbox"/> Total Gross Weight (B 12.)</td><td><input type="checkbox"/> Insurance (K)</td></tr><tr><td><input type="checkbox"/> Name (D or F)</td><td><input type="checkbox"/> Other _____</td></tr><tr><td colspan="2"><input type="checkbox"/> VIN (B 1.) For vehicles with no MA Title</td></tr></table>		<input type="checkbox"/> Registration Type (B 3.)	<input type="checkbox"/> Address (D, E or F)	<input type="checkbox"/> Color (B 4.)	<input type="checkbox"/> Lessee (E)	<input type="checkbox"/> Fuel Type (B 8.)	<input type="checkbox"/> Garaging Address (G)	<input type="checkbox"/> Total Gross Weight (B 12.)	<input type="checkbox"/> Insurance (K)	<input type="checkbox"/> Name (D or F)	<input type="checkbox"/> Other _____	<input type="checkbox"/> VIN (B 1.) For vehicles with no MA Title	
<input type="checkbox"/> Registration Type (B 3.)	<input type="checkbox"/> Address (D, E or F)												
<input type="checkbox"/> Color (B 4.)	<input type="checkbox"/> Lessee (E)												
<input type="checkbox"/> Fuel Type (B 8.)	<input type="checkbox"/> Garaging Address (G)												
<input type="checkbox"/> Total Gross Weight (B 12.)	<input type="checkbox"/> Insurance (K)												
<input type="checkbox"/> Name (D or F)	<input type="checkbox"/> Other _____												
<input type="checkbox"/> VIN (B 1.) For vehicles with no MA Title													


**Service Type:** Select the service you want to process and identify any information you wish to amend. The transactions are listed in the **I Want To** area of this section. If you select a transaction with an asterisk (\*) next to it, you must enter the existing plate type and number in the Plate Type and the Number fields. For New Plate transactions, you should enter the plate type being requested by the customer in the Plate Type field.

### ***I Want To:***

- **Register and title a vehicle** - Select this to apply for a new plate and title on a newly obtained vehicle (Complete Sections A-M). This option is also used for a Plate Reassignment transaction in conjunction with the Request for Plate Reassignment form. For a Plate Reassignment, you must also enter the Plate Type and Plate Number of the plate being reassigned under Section A.
- **Transfer plate to a new vehicle** - Select this to transfer an existing plate to a newly obtained vehicle with the same owner(s). Plate Type and Plate Number must be entered in Section A (Complete Sections A-M). The selection is also used when reactivating a plate through the Plate Transfer transaction.
- **Renew a registration** - Select this to renew a registration. Insurance Stamp may be required if the insurance policy record has not been submitted by the insurance carrier.
  - The following fields can be changed during the renewal and must reflect the correct information on the RTA: garaging address, residential address (owner or lessee), mailing address (owner or lessee), color, fuel type, gross vehicle weight, registered weight (for commercial vehicles or trailers), number of seats (bus, school pupil, livery only), insurance and USDOT, (Complete Sections A, B, D, or F, E if leased, G, K, and M).

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## SECTION B. VEHICLE INFORMATION



B. Vehicle Information		B1. Vehicle Identification Number (VIN)	B2. Body Style
<b>B3. Registration Type:</b> <input type="checkbox"/> Passenger <input type="checkbox"/> Commercial <input type="checkbox"/> Bus <input type="checkbox"/> Livery <input type="checkbox"/> Camper <input type="checkbox"/> Trailer <input type="checkbox"/> Taxi <input type="checkbox"/> Motorcycle <input type="checkbox"/> Semi-Trailer <input type="checkbox"/> Other _____		<b>B4. Color(s):</b> <input type="checkbox"/> Black <input type="checkbox"/> White <input type="checkbox"/> Brown <input type="checkbox"/> Blue <input type="checkbox"/> Yellow <input type="checkbox"/> Gray <input type="checkbox"/> Purple <input type="checkbox"/> Green <input type="checkbox"/> Orange <input type="checkbox"/> Red <input type="checkbox"/> Silver <input type="checkbox"/> Gold	
B5. Year	Make	Model	Model # Trim
<b>B6. Transmission Type:</b> <input type="checkbox"/> Automatic <input type="checkbox"/> Manual <input type="checkbox"/> Other _____		<b>B7. Number of Cylinders / Passengers / Doors</b> _____ / _____ / _____	
<b>B8. Fuel Type:</b> <input type="checkbox"/> Gas <input type="checkbox"/> Electric <input type="checkbox"/> Propane <input type="checkbox"/> Diesel <input type="checkbox"/> Hybrid <input type="checkbox"/> Other _____		<b>B9. Odometer (Miles):</b> _____	
<b>B10. Bus:</b> <input type="checkbox"/> Regular <input type="checkbox"/> DPU <input type="checkbox"/> School Bus <input type="checkbox"/> School Pupil <input type="checkbox"/> School Pupil/Taxi <input type="checkbox"/> School Pupil/Livery		<b>B11. If carrying passengers for hire, enter max seating capacity</b> _____	
<b>B12. Total Gross Weight (Laden):</b> _____ Cannot exceed GVWR			

- **Field B2 - Body Style** - The body style must reflect the correct name of the vehicle's build. Available Body styles are:

Ambulance	Bus	Dump	Herse	Other*	Sedan	Tractor
Armored	Construction	Fire	Limo	Panel	Station Wagon	Trailer
Auto-home	Camp	Flat	Log	Pickup	SUV	Utility
Backhoe	Convertible	Garbage	Low Speed Vehicle	Ramp	Tank	Van
Box	Coupe	Hardtop	Mixer	Roll	Tow	Well
Bucket	Crane	Hatch	Motorcycle			

*\*Other can only be used if the body style does not meet the criteria of any other body style listed.*

- Obsolete Body Styles
  - Cab and Chassis - (CABCA) (CABCH) Find out what kind of truck it is and choose the appropriate body style.
  - CARCA - RAMP or TRAIL
  - FARM - TRACTOR
  - SUBUR -Sport Utility Truck (SUV)
  - TRUCK - Find out what kind of truck it is and choose the appropriate body style.
  - WAGON - Choose Station Wagon
- Please see Body style compatibility chart on the appendix of page 145, this will be your training reference guide for what the RMV wants you to use for the body style of the vehicle. The body style on the RTA must match the P&S and the completed registration.
  - **Note:** A common mistake is selecting Utility as a body style when the vehicle is an SUV. Utility body style is used for vehicles like utility trucks, not Sport Utility Vehicles.
- **Field B4 - Color(s)** - The primary color of the vehicle should be entered as the first color in your Service Providers software and any other secondary color would be listed second.
- **Field B5 - Model #** - Model Number is not applicable for all vehicles, but is often a significant field for select vehicle types, which includes Campers, Motorcycles, and Trailers. If you are registering one of these vehicle types, you should always review to make sure the model number is captured. This must always be

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

reviewed before determining there is no Model # for these vehicle types. The one exception would be for homemade trailers, which would not have a Model#.

- **Field B5 - Trim Section** - The trim level is a version of the vehicle model, which manufacturers use to distinguish the vehicle's level of equipment or special features. This information is important to the RMV as the same vehicle with different trim levels may have a different Manufacturer's Suggested Retail Price (MSRP or "sticker price") which affects the excise tax amount.
  - The trim is typically listed on the sale sticker, but there should be a Base trim option available if you are unable to determine the trim. This may also be found using a VIN decoding website.
  - Trim is not to be confused with the Model and Model Number. The model is the name used by the manufacturer to categorize a vehicle within a range of products, which can then be further defined by the body style and then the trim level relating to the specific equipment and styling of the vehicle.
  - **Example:** 2020 Toyota Rav4 LE SUV. The year is 2020, the make is Toyota, the model is Rav4, the trim is LE (Luxury Edition), and SUV is the body style.
- **Field B7** – For all electric and hydrogen vehicles, Number of Cylinders should always be 0.
- **Field B8 - Fuel Type** - "Other" options include Compressed Natural Gas, Convertible, Electric and Diesel, Electric and Gas, Ethanol, Flexible, Hydrogen Fuel Cell and Methanol.
- **Field B9 - Odometer** - On EVR, the odometer can only be entered in miles.
  - Kilometers must be converted to miles and entered as Actual Mileage. You can search online for a conversion calculator or chart to calculate this.
  - If the customer does not know their mileage and indicates so in this field and on their title, you will need to select an Odometer Code (or Status) of Odometer Discrepancy and enter a mileage of 0. This will result in an Odometer Discrepancy brand on the vehicle's new title to indicate True Mileage Unknown. The Odometer Discrepancy brand cannot be removed through EVR so make sure to review that all documentation reflects this before selecting that option.
    - *Note: If the vehicle already exists in the RMV system with the mileage listed as ACTUAL, please do NOT enter 999,999 if the mileage is not known. You must enter 0 in the Odometer Mileage field to complete the process correctly. If a vehicle that exists in ATLAS already shows 999,999 in the Odometer field with an Odometer Discrepancy then you can continue on in your transaction without changing the 999,999 odometer reading.*
  - If the odometer for the vehicle is Listed in Hours, this cannot be selected on EVR. To list the odometer in hours, the transaction would need to be processed at a Service Center. This would apply for heavy equipment vehicles.
  - Existing vehicles in ATLAS may indicate, Odometer Replaced and Odometer May Be Altered. These cannot be added through EVR.

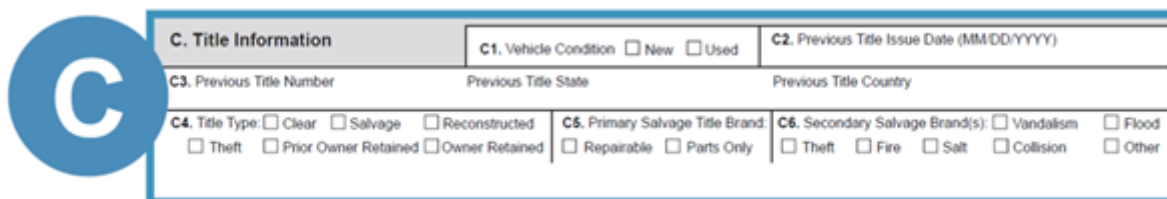
# EVR TRADITIONAL TRAINING REFERENCE GUIDE

- **Field B10** - Buses are not available on EVR.
- **Field B11** - This field is similar to the Passengers field in B7, but the Passenger's field is required for all types of vehicles as it is part of the vehicle description. The max seating capacity is required for all "For Hire" motor vehicles to account for the total number of seats, including the driver. Note that the number entered in this field cannot exceed the number entered in B7.
- **Field B12 - Total Gross Weight (Laden)** - May also be referred to as the Registered Weight. You must enter the total gross weight for commercial vehicles or trailers. GVW was discussed in detail under the Commercial Plates section of this training reference guide.

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## SECTION C. TITLE INFORMATION

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<b>C. Title Information</b>		<b>C1. Vehicle Condition</b> <input type="checkbox"/> New <input type="checkbox"/> Used	<b>C2. Previous Title Issue Date (MM/DD/YYYY)</b>
<b>C3. Previous Title Number</b>	<b>Previous Title State</b>	<b>Previous Title Country</b>	
<b>C4. Title Type:</b> <input type="checkbox"/> Clear <input type="checkbox"/> Salvage <input type="checkbox"/> Reconstructed		<b>C5. Primary Salvage Title Brand:</b> <input type="checkbox"/> Repairable <input type="checkbox"/> Parts Only	<b>C6. Secondary Salvage Brand(s):</b> <input type="checkbox"/> Vandalism <input type="checkbox"/> Flood
<input type="checkbox"/> Theft <input type="checkbox"/> Prior Owner Retained <input type="checkbox"/> Owner Retained		<input type="checkbox"/> Theft <input type="checkbox"/> Fire <input type="checkbox"/> Salt <input type="checkbox"/> Collision <input type="checkbox"/> Other	

- **Field C4 - Title Type** - Enter the type of title that the customer is applying for. On EVR, only clear or reconstructed titles can be processed.
- **Field C5 - C6** - These fields are used to add new salvage brands during a salvage title transaction. A brand is used as a permanent indicator of what type of history the vehicle has, often used to reflect past damage to the vehicle. These fields do not apply on Traditional EVR.

**VERY IMPORTANT: MAKE SURE THE CORRECT INFORMATION IS ENTERED FOR THE VEHICLE CONDITION, PREVIOUS TITLE ISSUE DATE, PREVIOUS TITLE NUMBER, & PREVIOUS TITLE STATE FIELDS. This will affect the printing of the title.**

## NMVTIS

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ATLAS interfaces with NMVTIS (National Motor Vehicle Title Information System) which connects Massachusetts with the 49 participating states to help verify a vehicle's title. The main purpose of NMVTIS is to protect customers from fraud, unsafe vehicles, and from reselling stolen vehicles. NMVTIS responses can include that the vehicle has a brand on it in another state, has been in an accident, or is reported as stolen. You may see these NMVTIS responses display as error messages as you process transactions in your software.

- For more information on these NMVTIS Responses and how to handle them refer to the [EVR Rules for Title Processing<sup>26</sup>](https://www.mass.gov/doc/evr-rules-for-title-processing/download) on the Training & Support webpage of the EVR Business Partner website.

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<sup>26</sup> <https://www.mass.gov/doc/evr-rules-for-title-processing/download>



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

- The RMV's NMVTIS unit will investigate when NMVTIS discrepancies occur during a transaction and follow up with any necessary actions.
- **If there is a discrepancy between the information you enter for the title and what is listed in NMVTIS, the new title will not be issued to the customer or lienholder until it is resolved.**

## SECTION D. OWNER INFORMATION (1 AND 2)



<b>D. Owner 1 Information</b>		D1. Select Owner(s) Identification Requirement being provided for registration purposes <input type="checkbox"/> Out-of-State License <input type="checkbox"/> Out-of-Country License <input type="checkbox"/> Social Security Number <input type="checkbox"/> MA License/ID <input type="checkbox"/> Lawful Presence	
D2. 1st Owner's Name (Last, First, Middle)		D3. Date of Birth (MM/DD/YYYY)	D4. License#/ ID#/ SSN
D5. Residential Address	Apt. #    City    State    Zip Code	D6. State/Country of License/ID	
D7. Mailing Address <input type="checkbox"/> Same as Residential    Apt. #    City    State    Zip Code		D8. Exp. Date of License/ ID/ Lawful Presence	
D9. Email		<input type="checkbox"/> Cell <input type="checkbox"/> Home <input type="checkbox"/> Work    Phone#	
<b>Owner 2 Information</b>		D10. Select Owner(s) Identification Requirement being provided for registration purposes <input type="checkbox"/> Out-of-State License <input type="checkbox"/> Out-of-Country License <input type="checkbox"/> Social Security Number <input type="checkbox"/> MA License/ID <input type="checkbox"/> Lawful Presence	
D11. 2nd Owner's Name (Last, First, Middle)		D12. Date of Birth (MM/DD/YYYY)	D13. License#/ ID#/ SSN
D14. Residential Address	Apt. #    City    State    Zip Code	D15. State/Country of License/ID	
D16. Mailing Address <input type="checkbox"/> Same as Residential    Apt. #    City    State    Zip Code		D17. Exp. Date of License/ ID/ Lawful Presence	
D18. Email		<input type="checkbox"/> Cell <input type="checkbox"/> Home <input type="checkbox"/> Work    Phone#	

For individual owners, in the **Owner 1 Information** section, fields D1 through D8 must be completed for the primary owner. If there is a secondary owner, enter their information in the **Owner 2 Information** section.

- **Field D1** - Individual Owner(s) must select one of the following identity requirements to provide proof of for registration purposes:
  - Unexpired Massachusetts Driver's License or Massachusetts ID Card Number - If the customer's ID number begins with an X, it cannot be used to fulfill the proof of identity requirement through EVR.
  - Unexpired driver's license from any state or territory of the United States (Out-of-State License) or Canada - For the EVR program, customers providing an OOS driver's license must also provide a Social Security Number.
    - *Note: As of 12/23/22, the RMV no longer accepts out of country licenses (with the exception of Canada) as a proof of identity for registration purposes.*
  - A valid, unexpired foreign passport or consular identification document
    - *Note: Customers with foreign passports or consular IDs cannot be processed through EVR. These transactions must be brought to an RMV Service Center.*
  - Social Security (SSN) Card
  - Proof of lawful presence - *Customers using proof of lawful presence as their identity requirement cannot be processed through EVR. These transactions must be brought to an RMV Service Center.*


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- **Field D4, D6, & D8** - Enter the number, state/country and expiration of the identification document that is selected in D1.
  - *Note: The RMV reserves the right to attempt to verify any representations or documents the customer has provided in this Section. Whoever knowingly makes any false statement in an application for registration of a motor vehicle is subject to prosecution and a fine and/or imprisonment upon conviction (M.G.L. c.90, §24). The Registrar may also revoke any registration obtained by false statements or misrepresentations.*
- **Field D9** - Enter owner’s email address (optional but encouraged)
- **Field D5 Residential Address** - The residential address is where the owner resides. The residential address must be a Massachusetts address and cannot be a P.O. Box. If there are two owners, the residential address that displays on the registration will be for Owner 1.
- **Field D7 Owner Mailing Address** - Enter the mailing address if it is different from the residential address. If there are two owners, the mailing address that displays on the registration will be Owner 1. Registration related documents (i.e., the registration, suspension/revocation notices, excise tax bills etc.) will be mailed to the residential address unless a different address is entered in the Owner 1 mailing address fields.

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## SECTION E. LESSEE INFORMATION/IN CUSTODY OF

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E. Lessee Information / In Custody of		
E1. 1st License #/ ID #/ SSN/ FID	E2. 1st Lessee or Corp/Co/Organizations Name	E3. 1st Lessee Address
E4. 2nd License #/ ID #/ SSN/ FID	E5. 2nd Lessee or Corp/Co/Organizations Name	E6. 2nd Lessee Address

If the customer is leasing a vehicle, section **E. Lessee Information** will need to be completed, instead of the Owner Information. The lessee information must match the Purchase & Sales Agreement for the vehicle. Up to two lessees can be listed.

The lessee information entered in this section will be included on the vehicle’s registration. Both the lessee and lessor will receive a copy of the registration directly from the RMV.

The registration and registration renewal application will be sent to both the owner (meaning the leasing company) and the primary lessee. Make sure the address information for both is collected correctly! Only the lessee copy will have a decal to put on the license plate.



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## SECTION F. BUSINESS OWNER INFORMATION (BUSINESS AND LEASE TRANSACTIONS)

<b>F</b>	<b>F. Business Owner Information</b>		F1. Email <input type="checkbox"/> Cell <input type="checkbox"/> Home <input type="checkbox"/> Work Phone#		
	F2. EIN/FID	F3. Corp/Co/Organization/Lessor Name		F4. USDOT#	F5. TIN#
	F6. DBA Dealer - Farmer - OC - Repair - and Transporter use only			F7. SSN if Sole Proprietor	
	F8. Physical Address	Apt. #	City	State	Zip Code
	F9. Mailing Address <input type="checkbox"/> Same as Physical Address	Apt. #	City	State	Zip Code

Complete this section for vehicles owned by a business entity or a leasing company. Proof of FID is required if the business entity is not on record. When the vehicle being registered is a lease, the leasing company information will be populated here. Leased vehicles may have 1 of 2 ownership types:

- **Long Term Lease:** Leases over 30 days. This is the most common option type of lease.
- **Short Term Lease:** Leases for 30 days or less. These types of leases are those typically used for car rentals.

## SECTION G. GARAGING ADDRESS


<b>G</b>	<b>G. Garaging Address</b> Address where vehicle is principally garaged.				
	G1. Address	Apt. #	City	State	Zip Code

**Field G1 - Garaging Address** - The garaging address is where the vehicle is physically located overnight and is used to identify which city or town will issue the excise tax bill to the customer.

- The RMV's system uses geographic information system mapping from the full address that is entered to determine the correct municipality for the customer.
- A customer's garaging address may be the same as their residential or mailing address or it may be different. Any RMV correspondence related to the vehicle will be mailed to the residential address or the designated mailing address if different from the residential.
  - **Example:** Your customer who lives primarily in Boston has bought a new car that will be stored at their secondary Nantucket house year-round. In this case, the customer's residential address will be their Boston address where they will receive all mail. The garaging address will be the Nantucket address as that is where the vehicle is stored overnight and where they will owe excise tax for the vehicle.
- P.O. boxes are NOT acceptable for garaging address. The address needs to be a physical location. P.O. boxes are only acceptable as mailing addresses.
- Garaging address can never be out of state.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE


## SECTION H. LIENHOLDER INFORMATION



H. Lienholder Information The bank, financial institution, or private party that financed your vehicle loan.		
1st Lien Code	Name	Address
2nd Lien Code	Name	Address
3rd Lien Code	Name	Address

This section should only be completed when there is a lienholder. If there is no lienholder, leave this section blank. A vehicle can have up to three (3) lienholders. Only two (2) of the lienholders will show on the physical title, but all three (3) will be recorded in the RMV system.

## SECTION I. SALES OR USE TAX SCHEDULE



I. Sales or Use Tax Schedule		Numbers I1 or I2 must be completed by a licensed dealer. Number I3 must be completed for all casual/private sales. Number I4 is completed for sales tax exemptions by the RMV.
<b>I1. Sale by Licensed Motor Dealer</b> Dealer EIN/FID #: _____ Authorized Dealer's Signature: _____ MSRP: _____ Total Sales Price: _____ Less Manufacturers Excise: _____ Trade-In 1 VIN: _____ Less Trade-In Allowance: _____ Year: _____ Make: _____ Model: _____ Trade-In 2 VIN: _____ Less Trade-In Allowance: _____ Year: _____ Make: _____ Model: _____ Taxable Sales Price: _____ MA Sales Tax Paid: _____	<b>I2. Sale By Auction</b> Sale Price including Buyer's Premium: _____ <b>I3. Sale By Other Than Motor Vehicle Dealer or Auction House (Casual Sale)</b> Gross Sale Price (Proof Required): _____ MA Sales/Use Tax: _____ Out of State Sales Tax Previously Paid: _____ State that Sales Tax was Paid to: _____ <b>I4. Claim Exemption Code</b> _____ Form Attached (If Required)	

This section will be completed differently based on whether the vehicle is being registered as a dealer sale or a casual sale.

- **Field I1 - Sale by Licensed Motor Dealer** - When the vehicle is purchased from a licensed motor vehicle dealer, the dealer must complete this section.
  - **Dealer EIN/FID #** - Complete with the dealer's FID number.
  - **Authorized Dealer's Signature**- Required for dealer sales. This field is NOT required when processing a lease buyout.
  - **MSRP** - Required for new vehicles only as it is used to help calculate Massachusetts state excise tax.
  - **Total Sales Price** - Enter the price of the car (including taxable aftermarket items and prep fees) minus dealer's rebates and discounts.
  - **Less Manufacturers Excise** - Do NOT complete. For Heavy equipment only.
  - **Trade-In VIN** - There is space to enter up to two trade-in vehicles to record any allowance the customer has for the trade.
  - **Taxable Sales Price** - Enter the Total Sales Price- subtracted by any Trade-In allowances.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

- **Field I3 - Sale by Other Than Motor Vehicle Dealer or Auction House (Casual Sale)** - When the vehicle is purchased from someone other than a licensed motor vehicle dealer this section must be completed.
  - **Gross Sale Price (Proof Required)** – Only Agents should enter Sale Price for Casual Sales.
    - Vehicle Sales Price (same as Sales Price on Title, Bill of Sale, Purchase & Sales Agreement, etc.)
- **Field I4 - Claim Exemption Code** - If the transaction is tax exempt (lease, any MVU form, Exempt Organization), list the exemption or Exemption Code on the I4 line and the form used below.
  - **Example:** *Lease = 'L'*

The [Electronic Vehicle Registration \(EVR\) RTA Form Scenarios](#)<sup>27</sup> document provides common Sales Tax scenarios as well as guidance on how to complete the RTA for these scenarios.

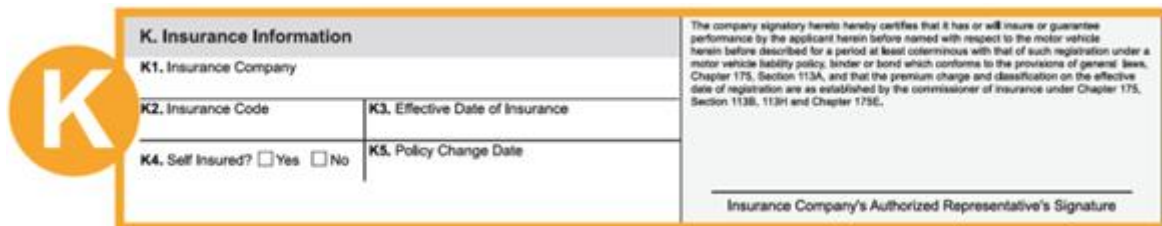
## SECTION J. PURCHASE INFORMATION



Section J. Purchase Information form snippet. It includes fields for J1. Purchase Date, J2. Is this vehicle being converted from another state with the same owner? (Yes/No), J3. MA Resident at Time of Purchase? (Yes/No), J4. Was Mass Sales Tax Previously Paid? (Yes/No), and J5. Proof of Tax or Letter of Delivery provided? (Yes/No).

- **Field J1 - Purchase Date** - The date of purchase is identical to the date of sale on the C/O, Title, or DRT-1.
- **Fields J2-J5** - This section must be completed when a person is converting their vehicle from out of state to Massachusetts.

## SECTION K. INSURANCE INFORMATION



Section K. Insurance Information form snippet. It includes fields for K1. Insurance Company, K2. Insurance Code, K3. Effective Date of Insurance, K4. Self Insured? (Yes/No), and K5. Policy Change Date. There is also a signature line for the Insurance Company's Authorized Representative's Signature.

This section of the RTA is to be completed, signed, and stamped by a Massachusetts authorized insurance agent or company. Proof of insurance is required on all EVR transactions. Proof of insurance MAY be required on renewals and some amendments. The insurance stamp is valid for 30 days.

- **Field K3 - Effective Date of Insurance** - This is the date the policy became effective over the last year.
- **Field K4 - Self Insured?** Self-Insured vehicles cannot be processed through EVR. If you see an insurance code of 999, this indicates that the vehicle is self-insured and you will be unable to process the transaction. The transaction must be processed at an RMV Service Center.

<sup>27</sup> <https://www.mass.gov/doc/appendix-a-evr-rt-form-scenarios-section-j/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

- **Field K5 - Policy Change Date** - This is the date the policy is changing. This is usually the day the customer is picking up the vehicle. This date CAN NEVER BE IN THE FUTURE.
- **Insurance Stamp** - The stamp MUST be legible and MUST be signed!

## MASSACHUSETTS AUTOMOBILE INSURANCE PLAN (MAIP) STAMP

---

Customers who have been denied insurance coverage may submit an application with MAIP to have coverage provided by an Assigned Risk Carrier (ARC). The customer will be notified of their new insurance carrier, and the insurance agent will complete the RTA and stamp it to certify insurance coverage. The MAIP stamp will have:

- The name of the insurance company and 3-digit code hand-written on the stamp (rather than preprinted).
- A vertically hand-written 3-digit code (this is the same 3-digit code you would see on a regular insurance stamp and is entered into the system)
- A 7-digit code under the signature. The 7-digit code may be separated by a dash (i.e., 12345-00). These numbers do not apply to the EVR program.

## PROPER PROOF OF INSURANCE ON THE RTA

---

According to Massachusetts' law, all registered vehicles must be insured. EVR insurance agents will either add the insurance stamp directly to the faxed RTA or process an RTA with an e-stamp. EVR dealers must obtain proof that the customer has valid insurance prior to registering a vehicle.

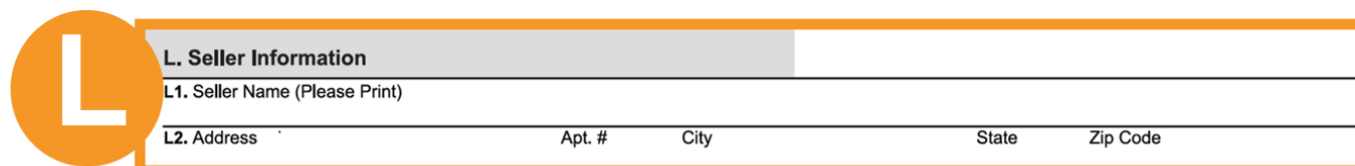
The following is a description of the Insurance Verification process that EVR dealers and fleets must conduct prior to any registration transaction (if they are not obtaining an original stamp):

1. Fax the following information to the insurance company:
  - Copy of both sides of the RTA, completed and signed by both the customer and the dealer.
  - Signed copy of the front and back of the Title or Certificate of Origin (which proves the person purchased the vehicle).
  - Copy of the manufacturer's invoice of features and options (be sure to include vehicle safety features).
  - Request for Insurance Verification cover letter from the dealership.
    - Include instructions in the fax request that both sides of the RTA must be faxed back.
2. The insurance company or agent receives and reviews the documentation, stamps the insurance area on the RTA, or creates an e-stamped RTA and faxes or e-mails the paperwork back to you.
  - **Note:** *In some cases, the insurance company may send the e-stamped RTA to the customer. The customer would then provide you with the stamped RTA.*
3. The combination of the original RTA with the wet signature of the customer that you faxed to the insurance company, and the stamped RTA you receive back from the insurance company (or customer) must be used together to fulfill the fully signed and stamped RTA requirement.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

*Note: You must ensure that insurance verification is always done immediately prior to vehicle registration and that the insurance effective date is the same as or precedes the registration effective date. **NEVER register a vehicle without proper insurance!***

## SECTION L. SELLER INFORMATION

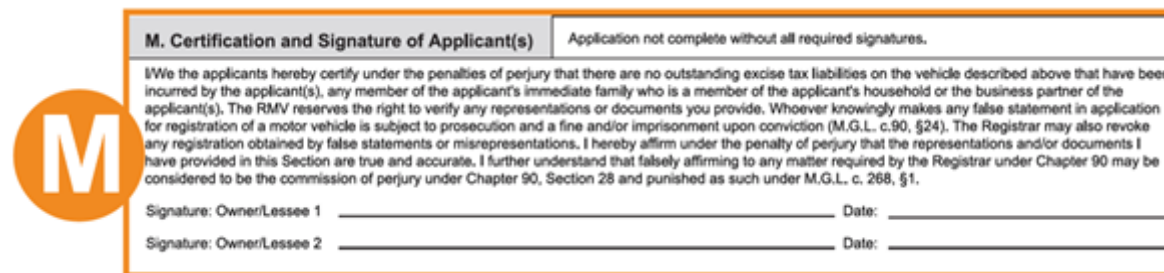


**L**

L. Seller Information				
L1. Seller Name (Please Print)				
L2. Address	Apt. #	City	State	Zip Code

- **Field L1 and L2** - This section must be completed with the Seller Name and Seller Address. This section is required to be completed for both “Dealer Sales” as well as “Casual Sales”. If the seller is a business, including dealers, the Seller Name must be the legal name of the business, not the Doing Business As (DBA) name. For dealer sales, the name and address of the dealership should match the dealer license.

## SECTION M. CERTIFICATION AND SIGNATURE OF APPLICANT(S)



**M**

M. Certification and Signature of Applicant(s)		Application not complete without all required signatures.	
<p>I/We the applicants hereby certify under the penalties of perjury that there are no outstanding excise tax liabilities on the vehicle described above that have been incurred by the applicant(s), any member of the applicant's immediate family who is a member of the applicant's household or the business partner of the applicant(s). The RMV reserves the right to verify any representations or documents you provide. Whoever knowingly makes any false statement in application for registration of a motor vehicle is subject to prosecution and a fine and/or imprisonment upon conviction (M.G.L. c.90, §24). The Registrar may also revoke any registration obtained by false statements or misrepresentations. I hereby affirm under the penalty of perjury that the representations and/or documents I have provided in this Section are true and accurate. I further understand that falsely affirming to any matter required by the Registrar under Chapter 90 may be considered to be the commission of perjury under Chapter 90, Section 28 and punished as such under M.G.L. c. 268, §1.</p>			
Signature: Owner/Lessee 1		Date:	
Signature: Owner/Lessee 2		Date:	

All owners are required to sign and date this application. Dealers will still sign this form on leased vehicles as the Power of Attorney for the Leasing Company. Customers should not sign their name on the RTA for a lease, this is a multi-use form.

**There is so much information that gets entered for the RTA. It is vital that you review all fields before processing the transaction!**

## ADDITIONAL RTA RULES

All RTAs must be fully completed to be acceptable, whether by an insurance agent, dealer, customer, or combination of individuals. On EVR, it is expected that all Dealer RTAs are 100% computer generated. Insurance Agents are allowed to handwrite an RTA as long as it is written in black ink and fully legible.

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

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

The following fields of the RTA **CANNOT** be completed by hand if the rest of the RTA is completed electronically.

- Section B – Vehicle Information
  - B1. Vehicle Identification Number (VIN)
  - B5. Year/Make/Model
- Section D – Owner Information
  - D2. 1st Owner's Name
  - D5. Residential Address
  - D7. Mailing Address
  - D11. 2nd Owner's Name
  - D14. Residential Address
  - D16 Mailing Address
- Section E – Lessee Information
  - E2. 1st Lessee or Corp/Co/Organizations Name
  - E3. 1st Lessee Address
  - E5. 2nd Lessee or Corp/Co/Organizations Name
  - E6. 2nd Lessee Address Section
- F – Business Owner Information
  - F2. EIN/FID
  - F3. Corp/Co/Organization/Lessor Name
  - F8. Physical Address
  - F9. Mailing Address

If you are adding a lien, Section H - Lienholder Information CAN be handwritten even if the rest of the fields have been completed electronically.

Section K – Insurance Information (fields K1-K5) CAN be completed by hand ONLY if the insurance company is using a rubber stamp and wet signature.

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## ERRORS ON THE RTA

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The information printed on an RTA cannot be altered by crossing out areas and writing corrected information in its place. Additionally, white-out cannot be used on the RTA for correcting information. The proper procedure for making corrections is to enter the correct information for any errors into your Service Provider software and then print the new, updated RTA that is generated. Destroy all RTAs that have incorrect, crossed-out, or whited out information. Proper completion of RTAs will be verified by EVR Compliance Officers when they both visit your location and remotely review your daily scanned paperwork.

- For **Dealers**, any corrections need to be completed by your F&I department using your Dealer Management System (DMS) or using your pre-stage software.
- For **Insurance Agents**, these corrections can be made using your pre-stage software.



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## FAXED RTA

The example in this section is the back of the Faxed RTA with an insurance stamp that dealers may receive when following the steps of the Insurance Verification process (see page 56).

### Rules for the Faxed RTA:

- The Faxed RTA information should match the F&I Original
- The document must be legible for both parties before and after it is faxed.
- The fax must include both sides of the RTA, which is a two (2)-sided form, not two (2) separate pages.
- The regular Insurance Stamp or MAIP Stamp must be printed to ensure legibility, especially the 3-digit Insurance Code (which will be entered into the Service Provider software during the transaction).
- Any changes made after the fax has been received must be provided to the agent before registering the vehicle.

The MAIP Stamp will have a hand-written Stamp Number and Company Name (Original Agent's signature) (see page 56).

**Back of RTA**

SAMPLE

F1. Email <input type="checkbox"/> Cell <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Phone#	
F2. Organization/Lessor Name	
F3. DBA Dealer - Farmer - OC - Repair - and Transporter use only	
F4. USDOT#	
F5. Title	
F6. Physical Address Apt. # City State Zip Code	
F7. SSN if Sole Proprietor	
F8. Mailing Address <input type="checkbox"/> Same as Physical Address Apt. # City State Zip Code	
G. Garaging Address Address where vehicle is principally garaged.	
G1. Address Apt. # City State Zip Code	
H. Lienholder Information The bank, financial institution, or private party that financed your vehicle loan.	
1st Lien Code Name Address	
2nd Lien Code Name Address	
3rd Lien Code Name Address	
I. Sales or Use Tax Schedule Numbers 11 or 12 must be completed by a licensed dealer. Number 13 must be completed for all casual/private sales. Number 14 is completed for sales tax exemptions by the RMV.	
I1. Sale by Licensed Motor Dealer Dealer EVFID # 12-3456789	
Authorized Dealer's Signature: <i>Joe Smith</i>	
MSRP Total Sales Price: \$26,995.00	
Less Manufacturers Excise	
Trade-In 1 VIN: Less Trade-In Allowance	
Year: Make: Model: Out of State Sales Tax Previously Paid:	
Trade-In 2 VIN: Less Trade-In Allowance	
Year: Make: Model: State that Sales Tax was Paid to:	
Taxable Sales Price: \$20,995.00 MA Sales Tax Paid: \$1,687.19	
I4. Claim Exemption Code Form Attached (if Requested)	
J. Purchase Information	
J1. Purchase Date: 01/06/2020	J2. In this vehicle being converted from another state with the same owner? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
J3. MA Resident at: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	J4. Prior Tax or Letter <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
K. Insurance Information	
K1. Insurance Company Commerce Insurance	
K2. Insurance Code: 279	K3. Effective Date of Insurance: 02/11/2020
K4. Self Insured? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	K5. Policy Change Date: 02/11/2020
L. Seller Information	
EVR TRAINING DEALERSHIP	
L1. Address Apt. # City State Zip Code	L2. Address Apt. # City State Zip Code
M. Certification and Signature of Applicant(s) Application not complete without all required signatures.	
I/We the applicants hereby certify under the penalties of perjury that there are no other insured by the applicant(s), any member of the applicant's immediate family who is a applicant(s). The RMV reserves the right to verify any representations or documents for registration of a motor vehicle is subject to prosecution and a fine and/or imprisonment any registration obtained by false statements or misrepresentations. I hereby affirm and have provided in this Section are true and accurate. I further understand that falsity will be considered to be the commission of perjury under Chapter 90, Section 2B and punished accordingly.	
Signature: Owner/Lessee 1: <i>Josephine Savaris</i> Date: 1/6/2020	
Signature: Owner/Lessee 2: _____ Date: _____	
TTLR0200_1119	

Example hand-written Stamp Number and Company Name (original Agent's signature).



<b>K. Insurance Information</b>	
K1. Insurance Company <b>Commerce Insurance</b>	
K2. Insurance Code <b>279</b>	K3. Effective Date of Insurance <b>02/11/2020</b>
K4. Self Insured? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	K5. Policy Change Date <b>02/11/2020</b>
<b>L. Seller Information</b>	
The company signatory hereto hereby certifies that it has or will insure or guarantee performance by the applicant herein before named with respect to the motor vehicle herein before described for a period at least commensurate with that of such registration under a motor vehicle liability policy, binder or bond which conforms to the provisions of general laws, Chapter 175, Section 113A, and that the premium charge and classification on the effective date of registration are as established by the commissioner of insurance under Chapter 175, Section 113B, 113H and Chapter 175E.	
MAIP CO: Commerce (FRM/T Co. Name) BY: <i>John Smith</i> MAP ARP # 02470.02	
Insurance Company's Authorized Representative's Signature	



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## RTA FOR RENEWALS

The RTA is also used for Renewal of Registration and Amendment of Registration. An Insurance Stamp may be required if the insurance policy record has not been submitted by the insurance carrier.

REGISTRY OF MOTOR VEHICLES

## Registration and Title Application

---

### A. Service Type

Select the transaction to be performed.  
Provide the plate number below if applicable.

Plate Type PAN	×	Plate Number 11GH45
-------------------	---	------------------------

Transactions/Amendments in **bold** require an insurance stamp.

*Italicized* transactions may require an

I want to:

- ☐ Register and title a vehicle
- ☐ **Transfer plate to a new vehicle\***
- ☐ *Reinstate a registration\**
- ☐ Apply for a salvage title
- ☐ Apply for a title only
- ☐ **Apply for a registration only**
- ☐ **Transfer a plate between two vehicles\***
- ☐ **Register previously titled vehicle**
- ☐ Title previously registered vehicle\*
- ☐ **Transfer vehicle to surviving spouse\***

☐ *Change plate on existing vehicle with no amendments\**

☒ ***Renew a registration\****

☐ *Amend a registration\**

Select the information to be amended.  
Enter new information in the section indicated.

<input type="checkbox"/> Registration Type (B 3.)	<input type="checkbox"/> Address (D, E or F)
<input type="checkbox"/> <b>Color (B 4.)</b>	<input type="checkbox"/> Lessee (E)
<input type="checkbox"/> <b>Fuel Type (B 8.)</b>	<input type="checkbox"/> <b>Garaging Address (G)</b>
<input type="checkbox"/> <b>Total Gross Weight (B 12.)</b>	<input type="checkbox"/> <b>Insurance (K)</b>
<input type="checkbox"/> <b>Name (D or F)</b>	<input type="checkbox"/> <b>Other: USDOT &amp; TIN; Seats</b>
<input type="checkbox"/> <b>VIN (B 1.)</b> <i>For vehicles with no MA Title</i>	

**Front of RTA with Renew a Registration transaction selected.**

**RMV-2 FORM**

**Option 1: Renew your Registration Online at [mass.gov/rv](http://mass.gov/rv)**

You will need:

- Your Application for Renewal
- Payment by check, credit card, or debit card
- Your driver's license

**NOTE:**

- You can Renew Online **ONLY** when an Insurance stamp is **NOT** required, shown as "INS STAMP NOT REQUIRED" printed in the lower right corner of the form below.
- Registration and decal will be mailed to the mailing address on file with the RMV.

**Option 2: Renew by Phone**

Call toll-free 1-866-MassRMV (1-866-627-7768) and follow voice instructions.

You will need:

- Your Application for Renewal
- Payment by credit card or debit card
- Your phone ID listed in box below


**NOTE:**

- You can renew by phone **ONLY** if a phone ID is listed.
- Registration and decal will be mailed to the mailing address on file with the RMV.

---

OWNER OR LESSEE NAME AND MAILING ADDRESS: REG. FEE: \$0.00 VEHICLE IDENTIFICATION NUMBER: CA75348

Josephine Tavaras  
11 Sumner Street  
Saugus, MA 01906




013570 \*\*\*\*\*0230\*\*1-81027 01440

Josephine Tavaras  
11 Sumner Street  
Saugus, MA 01906

Use the box below to identify your renewal options.


Eligible to Renew Online at [www.mass.gov/rv](http://www.mass.gov/rv) or  
Renew by Phone 866-627-7768 with Phone ID: 3007536092

DETACH HERE IF MAILING 

MASSACHUSETTS REGISTRY OF MOTOR VEHICLES APPLICATION FOR RENEWAL <small>Renew online at <a href="http://mass.gov/rv">mass.gov/rv</a></small>						Changes Other Than Those Listed Below Must Use a RMV-3	
PLATE	REGISTRATION	SALES TAX	EXPIRES LAST DAY OF	MONTH	YEAR	NEW VEHICLE	NEW LICENSE
408	CA75348		EXPIRES LAST DAY OF	NOV	19	NEW VEHICLE	NEW LICENSE
Josephine Tavaras 11 Sumner Street Saugus, MA 01906						NEW VEHICLE	NEW LICENSE
2012 TRAIL TRAVEL CAMP WHITE						NEW VEHICLE	NEW LICENSE
40723527C1524021 6000						NEW VEHICLE	NEW LICENSE

SAFETY INSURANCE

☐ Renew with Registration



INS STAMP  
NOT NEEDED

The RMV-2 is the other form that can be used to request a registration renewal. RMV-2 forms are mailed to customers 6-8 weeks prior to expiration.

If a customer brings an RMV-2 to a Permit Holder location, IEPs must make sure that the information is correct by performing an Inquiry transaction and asking the customer if there are any changes. The customer(s) must also sign the back of the RMV-2.

The RMV-2 indicates whether the customer needs an insurance stamp. On the bottom right-hand corner of the RMV-2 there is a section for the insurance stamp. This section will appear as either **No Ins Stamp Needed** or **Ins Stamp REQUIRED** (as seen in the examples below).



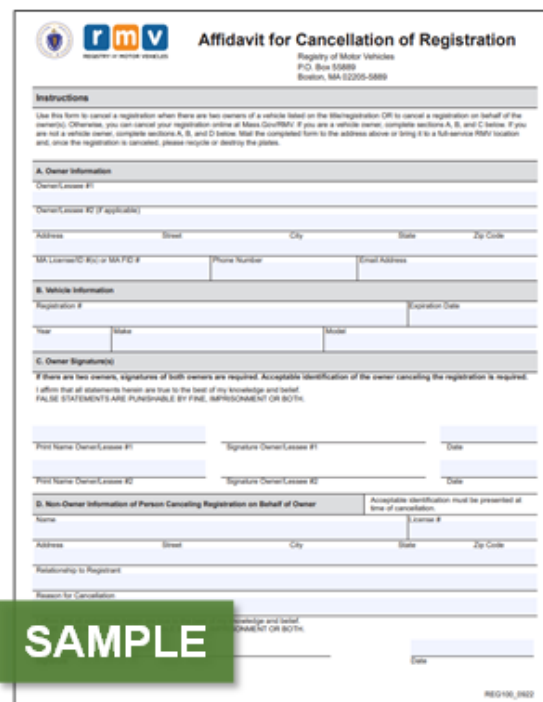
*Note: For dealerships and fleet services, if an insurance stamp is required the RMV-2 form can be faxed to the insurance company or agent, stamped and signed, then faxed back to the dealership or fleet service.*

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## AFFIDAVIT FOR CANCELLATION OF REGISTRATION

The [Affidavit for Cancellation of Registration](#)<sup>28</sup> form must be completed when a customer requests that their plate be cancelled at an EVR Permit Holder location. The IEP must first perform an Inquiry transaction on the plates being cancelled to confirm the current plate status and verify the owner information completed on the form.

Once the IEP completes the Plate Cancellation transaction, the Affidavit for Cancellation of Registration form should be kept on-site for two (2) years before it is eligible for the document destruction process.



The form is titled "Affidavit for Cancellation of Registration" and is issued by the Registry of Motor Vehicles, P.O. Box 50889, Boston, MA 02205-5889. It includes instructions for use and sections for Owner Information, Vehicle Information, Owner Signatures, and Non-Owner Information. A green "SAMPLE" stamp is overlaid on the bottom right of the form.

## REQUEST FOR LICENSE PLATE REASSIGNMENT FORM



The form is titled "Request for License Plate Reassignment" and is issued by the Registry of Motor Vehicles, EVR Program, P.O. Box 50889, Boston, MA 02205-5887. It includes requirements for reassignment and sections for EVR End User Dealership Information, Registration Information, Transferor / Old Information, and Transferee / New Information. A green "SAMPLE" stamp is overlaid on the bottom left of the form.

The [Request for License Plate Reassignment](#)<sup>29</sup> form must be completed when using the Plate Reassignment transaction to reassign a plate from an individual to a leasing company, from a leasing company to an individual, or from one leasing company to another.

Under the Registration Information section of the form, you can find an up-to-date list of Plate Types that are eligible for reassignment.

The current owner of the plate before the transaction MUST sign the form in the Transferor Section in the Current Owner Signature field.

<sup>28</sup> <https://www.mass.gov/doc/affidavit-for-cancellation-of-registration-0/download>

<sup>29</sup> <https://www.mass.gov/doc/request-for-license-plate-reassignment/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## REACTIVATION CERTIFICATION FOR EVR

The [Reactivation Certification for EVR](#)<sup>30</sup> form is a required document for all Plate Reactivate transactions. It must ALWAYS be collected and scanned as part of a Plate Reactivation.

By completing and signing the Reactivation Certification for EVR form, **the customer attests that they are still in possession of the physical plate** they are interested in reactivating.

- If the customer is not in possession of the physical plates, then the customer CANNOT complete this form and the Plate Reactivation transaction cannot be processed at the EVR location. The customer has the option to obtain new plates for their vehicle through EVR using the New Registration and Title transaction. Or they can apply to reactivate the plate at an RMV Service Center in order to request the plate be remanufactured.

If there are two owners of the plate that needs to be reactivated, then both owners must sign the form.

The Reactivation Certification for EVR form also informs the customer that if the physical plates in the customer's possession does not pass inspection once reactivated, it is the responsibility of the customer to request replacement plates. The customer can do this through [myRMV](#)<sup>31</sup>. The customer will need to bring the printed confirmation from their myRMV replacement plate request to their follow up vehicle inspection to prove that replacement plates have been ordered.

**Reactivation Certification for EVR**  
Registry of Motor Vehicles - EVR Program  
P.O. Box 10000 - Boston, MA 02200-0000

**Instructions**  
This form is to be completed for any EVR transaction involving the eligible reactivation of a cancelled license plate. If there are two registered owners then the certification needs to be signed by both registered owners. This completed certification is to be scanned into your EVR transaction.

**Signature**  
I/We \_\_\_\_\_ am (are) in physical possession of the  
license plate \_\_\_\_\_ for reactivation.  
Plate Number \_\_\_\_\_  
If the physical plates in my possession fails inspection then it is my responsibility to complete an order for a replacement license plate(s) for the vehicle.

Printed Name of Owner 1 \_\_\_\_\_ Signature of Owner 1 \_\_\_\_\_ Date \_\_\_\_\_  
Printed Name of Owner 2 \_\_\_\_\_ Signature of Owner 2 \_\_\_\_\_ Date \_\_\_\_\_

**SAMPLE**

EVR106 (08/21)

## VERIFY OWNER ELIGIBILITY

After identifying the type of transaction the customer is requesting, the next step is to verify that the owner is eligible to complete the transaction. To do this, you typically need to retrieve customer information from ATLAS by running inquiries in your Service Provider software. For individual owners, you also need to confirm that they meet the individual identity requirements for registration. These requirements for registration apply to any registration transaction on EVR with the exception of a Plate Cancel transaction. If the customer has an existing account in ATLAS, but has not satisfied an identity requirement, you will see an error message when you add them as the owner in the registration transaction. For business owners, you may need to validate the business information and Federal Identification Number that is provided to you. You must also confirm that all of the owner information on the proof documents provided match the information that is entered on the RMV applications for the transaction and is completed correctly.

<sup>30</sup> <https://www.mass.gov/doc/reactivation-certification-for-evr/download>

<sup>31</sup> <https://mass.gov/myrmv>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

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## INDIVIDUAL OWNER INFORMATION FROM ATLAS

When you enter the individual customer information into your Service Provider software to search for the vehicle owner, it will retrieve the customer's account information from ATLAS. Use the following guidelines for how to interpret and/or handle the information that you receive from ATLAS:

- **If more than one account is returned in the results, STOP!** Contact your Service Provider Help Desk for assistance.
- If the customer account number starts with an "A" or an "X" number, do NOT register the vehicle.
- If you see "Level 4 - Unverified Identity", this indicates that the customer has not fulfilled the individual ID requirement for registration. They will need to provide proof of identity in order to register the vehicle (see *Individual ID Requirements for Registration*, page 63).
- The customer may still be required to provide proof of identification for registration even if they have an account number that starts with an S or SA (a.k.a. S# or SA#).
  - *Note: The S# or SA# should always be taken directly from the MA credential provided by the customer rather than from the results of the software search.*
- Once the individual has satisfied the ID requirement for registration, their ATLAS account will be eligible for registration transactions based on the identity proof presented.
  - *Note: If a customer has obtained a Massachusetts license or ID card by proving temporary lawful presence with the RMV, their license may not be valid for the maximum 5-year term. Their license will match the length of their lawful presence stay. The customer is responsible for updating their lawful presence information as needed to continue using their MA license to prove identity for registration purposes.*

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## INDIVIDUAL ID REQUIREMENTS FOR REGISTRATION

For each transaction you must ensure that you obtain the proper proof that the customer(s) meets the individual identity requirements for registration. Per MGL Chapter 90, Section 2, to complete all registration transactions (with the exception of duplicate registrations and title-only transactions) applicants must present at least one of the following criteria, unless exempted:

- **Valid Massachusetts driver's license or a Massachusetts Identification Card** (issued to the applicant under M.G.L. c. 90, Section 8E); OR
- **Valid, unexpired driver's license from any state or territory of the United States or Canada\***; OR
- **Valid unexpired foreign passport or a valid unexpired consular identification document\*** which must be accompanied by a certified translation if the document is not in English; OR
- **Social Security Number (SSN)\***; OR
- **Proof of lawful presence in the U.S.\*** - This may include one or more of the following documents:

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- Consular Report of Birth Abroad (CRBA) issued by the U.S. Department of State
- Form FS-240, DS-1350, or FS-545
- Valid, unexpired Permanent Resident Card (Form I-551) issued by DHS or INS
- Unexpired employment authorization document (EAD) issued by DHS, Form I-766, or Form I-688B
- Unexpired foreign passport with a valid, unexpired U.S. visa affixed accompanied by the approved I-94 form documenting the applicant's most recent admittance into the United States.
- Certificate of Naturalization issued by DHS, Form N-550, or Form N-570
- Certificate of Citizenship, Form N-560, or Form N-561, issued by DHS

***On EVR, only Massachusetts Driver's Licenses, Massachusetts ID cards, and out of state licenses can be presented as proof of identity for registration.***

- **Customers who have not yet met the proof of identity requirement** must go to an RMV Service Center and present an SSN, a foreign passport, a consular document, a license from Canada, or Proof of Lawful Presence documents to meet the proof of identity requirement. This transaction cannot be processed through EVR.
- **Customers that have already successfully met the proof of identity requirement** by proving lawful presence at an RMV Service Center or entering their SSN, may already have a profile set-up in ATLAS. Use your Inquiry transaction to obtain their "S" number.
- Dealers and/or insurance agencies must not obtain a copy of the customer's passport or SSN card for Drop Off.
- For vehicles with two owners, both owners must meet the proof of identity requirement.

**It is VITAL that YOU make sure the credential the customer presents to you is what is entered on the RTA and used for the transaction.**

## MASSACHUSETTS DRIVER'S LICENSE OR ID CARD



IEPs are required to collect and scan a photocopy of a customer's valid, unexpired Massachusetts License, ID, or permit. This is used to obtain the customer's information as listed on ATLAS for registration purposes. Copies of



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Massachusetts credentials must be legible and can either be in color or black and white. Both the front and back should be included on the copy. The RMV reserves the right to attempt to verify any representations or documents the customer has provided. Whoever knowingly makes any false statement in an application for registration of a motor vehicle is subject to prosecution and a fine and/or imprisonment upon conviction (M.G.L. c.90, §24). The Registrar may also revoke any registration obtained by false statements or misrepresentations. For customers using their Massachusetts Driver's License or ID Card as their identity requirement, as long as the credential is not expired in ATLAS, the registration transaction will process without the ID requirement error message. The transaction will not be stopped if the license is suspended or revoked as long as it's not expired. The license number must be identified and captured on the Registration and Title Application.

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## OUT OF STATE LICENSE

When the customer is providing an Out of State Driver License, a Social Security number must ALWAYS be provided as well. Both insurance agent and dealer locations must obtain a **front and back, color photocopy of the Out of State license** as a proof document. The out of state license number will be identified and captured on the Registration and Title Application and the license must be unexpired. The RMV will not prevent a registration transaction if the out of state license is suspended or revoked, only if it is expired. Once their license expires, the customer will need to update their out of state license information with the RMV before they will be able to continue to renew or register vehicles in Massachusetts.

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## FOREIGN PASSPORTS, CONSULAR DOCUMENTS, AND OUT OF COUNTRY LICENSES

***Customers presenting foreign passports or consular documents cannot be processed through the EVR program.*** These transactions must be brought to an RMV Service Center. Any foreign passports or consular documents that are not in English, must be accompanied by a certified translation.

***Out of Country licenses (a.k.a. foreign or international driver's licenses) regardless of if they have a Social Security number are no longer acceptable as a Proof of Identity for registration and should not be sent to the Service Center for processing.***

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## REGISTERING A VEHICLE FOR A BUSINESS OWNER

When registering a vehicle to a business owner, there are several items that must be reviewed. Since different business types have varying requirements, make sure these requirements are satisfied **prior to completing the transaction**. Some of the different types of business entities you may encounter on EVR are: Companies, Corporations, Foreign Corporations, General Partnerships, Incorporated Businesses, Principal Partners, Trusts, and Sole Proprietors.

Refer to the [EVR Business Entity Reference Guide<sup>32</sup>](https://www.mass.gov/doc/evr-business-entity-reference-guide/download) for more in-depth information on each type of business and the processes for registering a vehicle to a business.

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<sup>32</sup> <https://www.mass.gov/doc/evr-business-entity-reference-guide/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

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## FEDERAL IDENTIFICATION NUMBER (FID)

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A vehicle sale to a business through the New Plate or Plate Transfer transactions requires evidence that the business is valid and is in good standing. In order to verify this, for businesses (sometimes with the exception of Sole Proprietors, page 66) you must collect their Federal Identification Number to register the vehicle.

All corporation and partnership entities are required to have an Employer Identification Number (EIN) issued by the United States Department of the Treasury in order to title or register a vehicle. The EIN is also referred to as a FEIN (Federal Employer Identification Number), TIN (Tax Identification Number), or FID (Federal Identification number). **FID is the term most commonly used by the RMV.** An FID:

- Is assigned by the IRS.
- Is the corporate equivalent to a Social Security Number.
- Can be issued to entities, including individuals, who have to pay withholding taxes on employees.
- Is obtained by filing an SS-4 application with the IRS.

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## SOLE PROPRIETORS

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A **Sole Proprietor** is an unincorporated business entity that is owned by a single individual. Sole Proprietorships will often use a Doing Business As Name (DBA) to make it sound like a company name rather than the name of the individual owner. Massachusetts Motor Vehicle Laws Chapter 90 and 90D require that a vehicle be registered and titled in the name of the **legal** owner. Business names that have not been **incorporated** cannot be listed as the legal owner of a vehicle in Massachusetts. Since a Sole Proprietor is not an incorporated entity, vehicles **cannot** be registered or titled under the DBA name. Instead, vehicles must be registered under the Sole Proprietor's (i.e., the individual's) name.

A Sole Proprietor may or may not have a Federal Identification Number (FID). If a Sole Proprietor has an FID number (for tax or any other reasons), they may choose to register a vehicle under that FID, or they may decide to register the vehicles as an individual owner under their name and license number. Customers who register a vehicle to their FID must present Proof of FID for every core transaction (other than Registration Renewals and Plate Cancellation). **The customer's social security number must be listed on the RTA when registering under an FID or under a license number.**

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## BUSINESS INFORMATION FROM ATLAS

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You must search for the Business Owner information in your Service Provider software in order to see if the business entity already exists in the RMV's ATLAS system.

- If the business entity information is retrieved from ATLAS, you must then check the business information on the Secretary of the Commonwealth website to confirm that the business is valid and in good standing (see page 68).
- If the business entity does not exist in ATLAS, Proof of FID must be collected and sent to the RMV so the business can be added and the transaction can be processed (see the section below on adding a business



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with an FID). These businesses must also be run through the Secretary of the Commonwealth website to confirm they are valid and in good standing.

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## ADDING A BUSINESS WITH AN FID (PROOF OF FID)

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When an incorporated business entity with an FID needs to be added to the RMV's ATLAS system, you will need to collect proper Proof of FID to send to the RMV prior to registering the newly sold vehicle to a business.

Documents cannot be more than two (2) years old. Accepted Proof of FID documents include:

- Form 147C.
- Notice of New Employer Identification Number Assigned - Form 5372.
- CP 575 notice (issued by the IRS).
  - *Note: This is a letter sent to customers to confirm issuance of an EIN number.*
- Federal Tax Deposit Coupon - Form 8109.
- Any other IRS form or letter that has the customer's information printed by the IRS, not by the customer, and that includes company name, address, and EIN.

*Note: The Certificate of Exemption - Form ST-2 (issued by the DOR) cannot be used as a Proof of FID. This form can only be used for proof of sales tax exemption (see page 105) for non-profit & religious entities. The address on the ST-2 must match the address listed for the company in ATLAS. If you are provided with the ST-2 along with Proof of FID documents, cross check to ensure the addresses match so that the customer does not encounter issues using the tax exemption.*

*Note: Proof of FID for a Corporation commonly applies to both Foreign and Domestic Corporations. A Corporation will usually be listed on an IRS document as follows with the business name on the top line:*

*Smith Landscaping, Inc.  
123 Main Street  
Boston, MA 02115*

To have the business entity created in ATLAS you need to send a fax (857-368-0822) or an email ([RMVMAFID@dot.state.ma.us](mailto:RMVMAFID@dot.state.ma.us)) to the RMV's FID Department with the following documents:

- [EVR FID Requirement Cover Sheet<sup>33</sup>](#), which contains instructions for adding a company, and can be found on your Service Provider website.
- **Proof of FID** (see list on page 66)
- **Proof from the Secretary of the Commonwealth Website** (see page 68) that the business has not been dissolved.

The RMV's FID Department will make the final decision on whether or not the FID number can be used to register a vehicle under that particular company's name. Once acceptable proof of FID has been presented and you are

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<sup>33</sup> <https://www.mass.gov/doc/evr-fid-change-requirements-request-form/download>

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able to successfully verify the company on the Secretary of the Commonwealth (SOC) website, the company's FID number may be used, and the paperwork can be completed in the name of the business.

*Note: A newly formed company may be eligible for a waiver of sales tax in certain circumstances. Please refer to the [EVR Business Entity Reference Guide](#)<sup>34</sup> if the business has been created within the last 90 days.*

## UPDATING AN EXISTING BUSINESS

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An existing business in ATLAS who has recently changed their business address or business name will need to have this information updated. The process to update this information is similar to the process you use when you add a business (see page 67) prior to registering a vehicle to that business. The EVR FID Requirement Cover Sheet is also used to request a business address and name change.

To update the business' information in ATLAS, you need to send a fax (857-368-0822) or email ([RMVMAFID@dot.state.ma.us](mailto:RMVMAFID@dot.state.ma.us)) to the RMV's FID Department with the following documents:

- [EVR FID Requirement Cover Sheet](#)<sup>35</sup>\* indicating what information needs to be updated.
- **Proof of FID** (see list page 66)
- **Proof from the Secretary of the Commonwealth Database** (see page 68) showing the updated name or address information and that the business has not been dissolved.

*\*The Cover sheet currently states that to change an entity name only the Article of Amendment is required. This is not accurate; you need proof of the FID documents with the new name as well.*

It is important to note that if the company is changing their name, all vehicles that are currently registered to the business must be re-registered and re-titled under the business's new name. For this reason, if the company has more than one vehicle, you should recommend they go to the Service Center to complete the change and all vehicle updates.

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## THE SECRETARY OF THE COMMONWEALTH CORPORATE DATABASE

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Most business entities must file with the Secretary of the Commonwealth of Massachusetts to conduct business. Per RMV policy, IEPs must ALWAYS check the Secretary of the Commonwealth (SOC) database to verify information for businesses prior to registering the business as the owner of a vehicle. IEPs must check the name, address, and status of the business on the SOC to confirm the information matches all of the customer's documents. This is true for all business types with the exception of sole proprietors and trusts. A sole proprietor will never be listed on the SOC. The IEP should make an attempt to verify the information for a trust, but it may not be listed as it will sometimes be filed under a social security number. If there are any discrepancies between the information on the SOC and the information on the customer's documents, you should NOT proceed with the transaction. You should contact your Service Provider Help Desk or the FID department at the RMV.

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<sup>34</sup> <https://www.mass.gov/doc/evr-business-entity-reference-guide/download>

<sup>35</sup> <https://www.mass.gov/doc/evr-fid-change-requirements-request-form/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

The [Secretary of the Commonwealth's Corporate database](https://corp.sec.state.ma.us/corpweb/CorpSearch/CorpSearch.aspx)<sup>36</sup> can be used to verify a name change, check a company's business status, or verify that a company has incorporated. The Secretary of the Commonwealth website CANNOT be used to confirm or prove an FID number.

There are multiple search options on the SOC website to find company information:

- Entity Name (Preferred Method)
- Identification Number
- Filing Number (Not used by the RMV)
- Individual (Officer, Director, etc.)

**Note:** Searching by Entity Name is by far the most efficient method.

From the search results, select the correct account profile and verify the business information.

The screenshot shows the 'Search for a Business Entity' page. It includes a header with links for 'Legal Information, Disclaimers, Policies' and 'Search assistance'. Below this is a 'Search by:' section with four radio buttons: 'Entity Name' (selected), 'Individual Name', 'Identification Number', and 'Filing Number'. A 'Search by entity name (Company, LP, LLP, LLC, etc.)' section follows, with an 'Enter name:' text box and a 'Search type:' dropdown menu set to 'Begins with'. At the bottom, there is a 'Display number of items to view:' dropdown set to '25 items' and a 'per page' label. Two buttons, 'Clear search fields' and 'Search Corporations', are at the bottom right.

Screenshot of the Secretary of the Commonwealth of Massachusetts Corporations Division Search for a Business Entity

When reviewing the business entity information, it is important to make sure the company does not have a Date of Voluntary or Involuntary Dissolution unless there is a Revival Date attached. **If the company has a Dissolution Date you cannot register the vehicle.** This means that the business is no longer in good standing with the state, and therefore not a valid business. The customer or owner of the company must be advised that they need to resolve this issue before the vehicle can be registered.

**Sample Search for a Business Entity results showing  
a Date of Voluntary Dissolution.**

<b>Date of Organization in Massachusetts:</b> 04-10-1991
<b>Date of Voluntary Dissolution:</b> 04-30-2001

**Note:** A vehicle CANNOT be registered to the business  
in this example because it has been dissolved.

After you have performed your search on the SOC and have found the company account profile, print the information page and scan it along with any other transaction documents.

<sup>36</sup> <https://corp.sec.state.ma.us/corpweb/CorpSearch/CorpSearch.aspx>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## COLLECT AND VERIFY REQUIRED PROOF DOCUMENTS

As the IEP, you must ensure that the proper proof of required documents are acquired in order to process the transaction. Prior to processing a transaction, you must ensure that the information is correct on all the documents, and that they are completed and signed. You must also confirm that the chain of ownership is completed on the Title or Certificate of Origin, and that the odometer reading, registration number (for a transfer), VIN numbers, and colors are all correct. The information must match across all documents, including the RMV applications reviewed in the first steps of the transaction, and any of the owner documentation in the second step. If you find an error in any of the documents, that document must be corrected or re-printed, whichever is required.

For dealer IEPs, the documents are often initially collected by their Finance and Insurance (F&I) Department. As the dealer IEPs, you must ensure that the F&I Department has retained and completed all required documents and signatures on all forms. You are responsible for validating that all paperwork is accurate and that all necessary documents are provided before you process the transaction. You will also review the documents to make sure they are legible.

The dealership's sales staff and F&I Department should be using a Dealer's Registration Checklist form (see the example in this section) to verify all documentation for the transaction is being collected and all questions for the customer are being properly asked. The basis for a Dealer's Checklist is the RTA. Although it is not an EVR required document, dealerships that use a Dealer's Checklist are less likely to make errors when processing a transaction. The EVR Department has a sample Dealer's Checklist available (see the example in this section), but individual dealerships can tailor their own checklist to follow the internal procedures of their dealership.

There are several items that should be included on the checklist:

- Whether this a Lease or Tax-Exempt Organization
- Type of Transaction (new plate or transfer)
- Lienholder Information
- Insurance Stamped RTA
- Certificate of Origin or Title signed for transfer
- Both sides of the RTA must be faxed back

**SAMPLE** REGISTRATION CHECKLIST

Salesperson: \_\_\_\_\_ Date/Time Needed: \_\_\_\_\_

Deal #: \_\_\_\_\_ Stock #: \_\_\_\_\_ Customer Name(s): \_\_\_\_\_

**IMPORTANT: Is owner Tax Exempt or is this a Lease?** ☐ NO ☐ YES

If Company: FID #: \_\_\_\_\_ Lienholder Info: \_\_\_\_\_

Is address on license current/correct? ☐ YES ☐ NO - Current: \_\_\_\_\_

Does customer have 2nd Address? (Ex. PO Box): \_\_\_\_\_

VEHICLE COLOR: ☐ Orange ☐ Black ☐ Blue ☐ Brown ☐ Red ☐ Yellow ☐ Green ☐ White ☐ Gray ☐ Purple  
☐ Silver ☐ Gold

**SELECT REGISTRATION & PLATE TYPE:**

☐ TRANSFER PLATES - Is trade-in vehicle with plates on our lot? ☐ Y ☐ N

NEW PLATES: ☐ PAN ☐ CON Gross Weight: \_\_\_\_\_ lbs ☐ MOT ☐ BUS ☐ TRAILER

Brake: ☐ Cape & Island ☐ RI White ☐ Red Sox ☐ Special Care ☐ United We Stand ☐ Other: \_\_\_\_\_

Insurance Agent: \_\_\_\_\_ Address: \_\_\_\_\_

Agent Phone# \_\_\_\_\_ Fax# \_\_\_\_\_ Contact: \_\_\_\_\_

**ITEMS TO INCLUDE WITH THIS CHECKLIST**

<input type="checkbox"/> RTA - Original w/ Signatures	<input type="checkbox"/> Copy of Drivers License or State ID w/ SS#
<input type="checkbox"/> RTA - w/ Insurance Stamp	<input type="checkbox"/> Trade-In: Copy of Title (Front/Back)
<input type="checkbox"/> Purchase & Sale Agreement	<input type="checkbox"/> For Tax Exempt: ID # & ST-2 Form
<input type="checkbox"/> Certificate of Origin or Title	<input type="checkbox"/> Transfer: Copy of Registration
<input type="checkbox"/> Lienholder Information	<input type="checkbox"/> Cancellation: Affidavit for Cancellation of Registration w/ Signature
<input type="checkbox"/> For Company: Proof of FID #	<input type="checkbox"/> Renewals: RMV2 or RTA & Copy of registration

These items are needed to properly register and deliver customer vehicles in an organized and timely fashion. I confirm that all necessary information is included and attached.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Sample Dealer's Registration Checklist

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

For insurance agent IEPs, you will collect the proper documents directly from your customer. You are responsible for ensuring all paperwork is accurate and that all necessary documents are provided and signed by the customer and seller before you process any transactions.

The documents that need to be collected will vary by transaction and customer. Refer to the *Scanning and Tagging Guidelines* on the Training & Support page of the ATLAS Business Partner website for the breakdown of which documents may be required for a transaction.

## PROOF OF OWNERSHIP DOCUMENTS

Proof of Ownership documents are required for all New Registration and Title, Plate Transfer, Plate Reassignment and Plate Reactivation transactions. These documents identify the current owner of the vehicle at the start of a transaction to make sure the EVR customer has the right to request the transaction be performed. The two Proof of Ownership documents that are accepted by the EVR Program are the Certificate of Origin and the Certificate of Title. On EVR, **you MUST have the physical Certificate of Origin or Certificate of Title to register and title a vehicle.** A vehicle registration is NEVER allowed to be used in lieu of a title in order to process a sale transaction.

## CERTIFICATE OF ORIGIN

# CERTIFICATE OF ORIGIN FOR A VEHICLE

# SAMPLE

DATE  
08/01/2006

VEHICLE NO.  
495TG593899

VEHICLE IDENTIFICATION NO.  
2HJYK165XG5H24021

YEAR  
2006

MAKE  
HONDA

BODY TYPE  
4 DOOR

SHIPPING WEIGHT  
4550

HP (S.A.E.)  
24.7

GVWR  
6050

NO. CYLS.  
6

SERIAL OR MODEL  
RIDGELINE

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the invoice number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.  
EVR TRAINING DEALERSHIP  
23 MIDSTATE DR., SUITE 206  
AUBURN, MA 01501

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

THIS VEHICLE IS  
CERTIFIED FOR SALE  
IN CALIFORNIA

HONDA MOTOR COMPANY, LIMITED

BY: *Michelle Mitchell*  
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

ALLISTON ONTARIO L9R 1T9

CITY - STATE

G59DK39DK3WJ3KF2

DISTRIBUTOR/DEALER ASSIGNMENT NUMBER 1		ADDRESS		VEHICLE IDENTIFICATION NO.	
NAME OF PURCHASER(S)		11 Summer St. Saugus, MA 01906		10	
ADDRESS		EVR Training Dealership		D111	
I certify to the best of my knowledge that the odometer reading is		BY: <i>Michelle Mitchell</i>		Notarize Public	
State of		Being duly sworn upon oath says that the statements and facts are true and correct. Subscribed and sworn to me before this		day of	
County of		USE NOTIFICATION ONLY IF REQUIRED IN OTHER JURISDICTION		Notarize Public	
NAME OF PURCHASER(S)		NAME OF PURCHASER(S)		NAME OF PURCHASER(S)	
ADDRESS		ADDRESS		ADDRESS	
I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is	
DEALER		DEALER		DEALER	
NAME OF PURCHASER(S)		NAME OF PURCHASER(S)		NAME OF PURCHASER(S)	
ADDRESS		ADDRESS		ADDRESS	
I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is	
DEALER		DEALER		DEALER	
NAME OF PURCHASER(S)		NAME OF PURCHASER(S)		NAME OF PURCHASER(S)	
ADDRESS		ADDRESS		ADDRESS	
I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is	
DEALER		DEALER		DEALER	
NAME OF PURCHASER(S)		NAME OF PURCHASER(S)		NAME OF PURCHASER(S)	
ADDRESS		ADDRESS		ADDRESS	
I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is	
DEALER		DEALER		DEALER	
NAME OF PURCHASER(S)		NAME OF PURCHASER(S)		NAME OF PURCHASER(S)	
ADDRESS		ADDRESS		ADDRESS	
I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is	
DEALER		DEALER		DEALER	
NAME OF PURCHASER(S)		NAME OF PURCHASER(S)		NAME OF PURCHASER(S)	
ADDRESS		ADDRESS		ADDRESS	
I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is	
DEALER		DEALER		DEALER	
NAME OF PURCHASER(S)		NAME OF PURCHASER(S)		NAME OF PURCHASER(S)	
ADDRESS		ADDRESS		ADDRESS	
I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is	
DEALER		DEALER		DEALER	
NAME OF PURCHASER(S)		NAME OF PURCHASER(S)		NAME OF PURCHASER(S)	
ADDRESS		ADDRESS		ADDRESS	
I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is	
DEALER		DEALER		DEALER	
NAME OF PURCHASER(S)		NAME OF PURCHASER(S)		NAME OF PURCHASER(S)	
ADDRESS		ADDRESS		ADDRESS	
I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is	
DEALER		DEALER		DEALER	
NAME OF PURCHASER(S)		NAME OF PURCHASER(S)		NAME OF PURCHASER(S)	
ADDRESS		ADDRESS		ADDRESS	
I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is	
DEALER		DEALER		DEALER	
NAME OF PURCHASER(S)		NAME OF PURCHASER(S)		NAME OF PURCHASER(S)	
ADDRESS		ADDRESS		ADDRESS	
I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is	
DEALER		DEALER		DEALER	
NAME OF PURCHASER(S)		NAME OF PURCHASER(S)		NAME OF PURCHASER(S)	
ADDRESS		ADDRESS		ADDRESS	
I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is		I certify to the best of my knowledge that the odometer reading is	
DEALER		DEALER		DEALER	
NAME OF PURCHASER(S)		NAME OF PURCHASER(S)		NAME OF PURCHASER(S)	

## Front

## Back

A Certificate of Origin (C/O) is a document provided by the manufacturer with each new vehicle. The front of the C/O contains information pertaining to the description of the vehicle and the manufacturer. All C/Os for passenger vehicles, light- or medium-duty trucks, with a model year of 2003 or newer, with 7500 or fewer miles, must be certified indicating that the vehicle meets the Massachusetts emissions standards.



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Whenever ownership of a vehicle is transferred, the seller completes the back of the C/O to “sign over” ownership of the vehicle. This is true for dealers as well. When a dealer transfers a vehicle to another dealer, it is called a dealer reassignment or swap. The dealer must sign the C/O in order to transfer (or assign) ownership of the vehicle to the other dealer. If a business, including dealers, is buying, selling, or reassigning a C/O, the business name on the back of the C/O must reflect the legal name of the business, not just the DBA.

The appropriate assignment must be complete and must contain:

- Date of Purchase
- Name of Purchaser(s)
- Purchaser(s) address
- Exact Mileage or Odometer Reading at the time of the sale
- Dealership name
- Dealer license number
- Authorized Dealer Signature
- Title or position (optional)
- Lienholder or Secured Party

Only when all the assignments on the back of the Certificate of Origin are completed can the reassignment portion of the DRT-1 form (see page 83) be used for any additional assignments. If an error is made on a CO, a letter of correction is required to correct mistake(s).

## Sample back of a Certificate of Origin

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.

Reading 10 No Tenths. ☐ The mileage stated is in excess of its mechanical limits ☐ The odometer reading is not the actual mileage.

Signature(s) of Seller(s) Michelle Mitchell DEALER'S No. D111 Date of Statement 11/19/07 Date of Sale 11/19/07

Printed Name(s) of Seller(s) Michelle Mitchell Being duly sworn upon oath save that the statements set forth are true and correct. Subscribed and sworn to me

Signature of Purchaser(s) Josephine Tavares before this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Printed Name of Purchaser(s) Josephine Tavares \_\_\_\_\_ Notary Public

Company Name (if Applicable) \_\_\_\_\_ State of \_\_\_\_\_

Address of Purchaser(s) 11 Summer St. Saugus MA, 01906 County of \_\_\_\_\_

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

1st lien in favor of AMERICA HONDA FINANCE

whose address is PO BOX 997515 SACRAMENTO, CA 95889

**Odometer Reading:**  
Should be IDENTICAL to the Odometer Reading on the front of the RTA.

**Signatures:** Must be completed. If there are missing signatures, then the transfer of ownership has not been completed.

**Date of Statement and Date of Sale:** Must be completed. Do NOT complete the *Notary* section. Massachusetts is a non-notary state.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## CERTIFICATE OF TITLE

**CERTIFICATE OF TITLE**

**THE COMMONWEALTH OF MASSACHUSETTS**

PLATE NO. **AB229703** TITLE IDENTIFICATION NUMBER **2HJKY165X6H524021** DATE OF SALE **9/21/05**

MODEL YEAR **2006** MAKE **HONDA** MODEL NAME **RIDGELIN** BODY STYLE/TYPE **PU** REURSED **N**

CHL. FACS. SRS. **6 5 4** PURCHASE DATE **7/12/05** ODOMETER READING **23** PREVIOUS TITLE AND TITLE EXEMPT REGISTRATION NUMBER IS DISPLAYED

**TITLE TYPE AND BRANDS**

TITLE TYPE  
BRAND  
BRAND  
BRAND

TITLE MESSAGE(S):

MAILING ADDRESS ONLY:  
**JACKSON, JACK  
123 MAPLE AVE.  
SHREWSBURY, MA 01545**

OWNER(S) NAME AND ADDRESS:  
**JACKSON, JACK  
123 MAPLE AVE.  
SHREWSBURY, MA 01545**

FIRST LIENHOLDER: SECOND LIENHOLDER:

RELEASE OF FIRST LIEN:  
THE FIRST LIENHOLDER'S INTEREST IN THE VEHICLE IS RELEASED IN THIS CERTIFICATE OF TITLE RELEASED BY NAME  
AUTHORIZED SIGNATURE **X**  
DATE RELEASED

RELEASE OF SECOND LIEN:  
THE SECOND LIENHOLDER'S INTEREST IN THE VEHICLE IS RELEASED IN THIS CERTIFICATE OF TITLE RELEASED BY NAME  
AUTHORIZED SIGNATURE **X**  
DATE RELEASED

THE REGISTRAR OF MOTOR VEHICLES HEREBY CERTIFIES THAT AN APPLICATION FOR A CERTIFICATE OF TITLE FOR THE MOTOR VEHICLE DESCRIBED HEREIN HAS BEEN DAILY FILED, PURSUANT TO THE PROVISIONS OF THE LAWS OF THE COMMONWEALTH OF MASSACHUSETTS, BASED ON THE STATEMENTS OF THE APPLICANT AND THE RECORDS ON FILE WITH THIS AGENCY. THE APPLICANT NAMED IS THE OWNER OF SAID VEHICLE.

THE REGISTRAR OF MOTOR VEHICLES FURTHER CERTIFIES THAT THE VEHICLE IS SUBJECT TO ANY SECURITY INTERESTS SHOWN HEREIN.

CONTROL NO. **E0000000**  
NOT THE TITLE NUMBER

ALTERATION OR ERASURE VOIDS THIS TITLE. KEEP IN SAFE PLACE

REGISTRY OF MOTOR VEHICLES

Front

**SAMPLE**

**WARNING:** Federal and Massachusetts laws require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

**ANY ALTERATION OR ERASURE VOIDS THE ASSIGNMENT AND ALL ASSIGNMENTS THAT FOLLOW**

**ASSIGNMENT OF CERTIFICATE OF TITLE BY OWNER**

THIS IS TO BE COMPLETED BY THE SELLER and delivered to the Purchaser with the vehicle. If a For-Dealer sale, purchaser must make application for a new Certificate of Title on MA form 2081V-1, and file it immediately with the Massachusetts RMV and surrender the assigned Title.

Two newly design, transfer, and convey the motor vehicle described on the reverse side of the certificate, for the sale price herein stated, to the following named purchaser, and the hereby assign the Title to said motor vehicle and that same is that of all laws and documents.

SELLER'S NAME **EVTR TRAINING DEALERSHIP** DATE OF SALE **10/28/07**

STREET **23 MIDSTATE DR SUITE 206** CITY **AUBURN** STATE **MA** ZIP **01501**

ODOMETER DISCLOSURE STATEMENT: CAUTION: READ CAREFULLY BEFORE YOU CHECK A BLOCK

I certify to the best of my knowledge the odometer reading specified here is the actual mileage of the vehicle, unless one of the following statements is checked:

1. I hereby certify to the best of my knowledge the odometer reading stated is in excess of 10 mechanical miles (This statement is void if zero again.)

2. I hereby state the odometer reading is not the actual mileage. WARNING: ODOMETER DISCREPANCY

SIGNATURE OF SELLER **Jack Jackson** PRINTED NAME OF SELLER **JACK JACKSON** DATE **10/28/07**

SIGNATURE OF PURCHASER **Michelle Mitchell** PRINTED NAME OF PURCHASER **MICHELLE MITCHELL** DATE **10/28/07**

**1st RE-ASSIGNMENT BY LICENSED DEALER ONLY**

The undersigned Dealer hereby certifies that the Title to the motor vehicle described on the back of this Certificate of Title was transferred to:

PURCHASER'S SIGNATURE: PRINT PURCHASER'S NAME: DATE:

ODOMETER DISCLOSURE STATEMENT: CAUTION: READ CAREFULLY BEFORE YOU CHECK A BLOCK

I certify to the best of my knowledge the odometer reading specified here is the actual mileage of the vehicle, unless one of the following statements is checked:

1. I hereby certify to the best of my knowledge the odometer reading stated is in excess of 10 mechanical miles (This statement is void if zero again.)

2. I hereby state the odometer reading is not the actual mileage. WARNING: ODOMETER DISCREPANCY

SIGNATURE OF LICENSED DEALER: PRINT NAME: DATE:

**2nd RE-ASSIGNMENT BY LICENSED DEALER ONLY**

The undersigned Dealer hereby certifies that the Title to the motor vehicle described on the back of this Certificate of Title was transferred to:

PURCHASER'S SIGNATURE: PRINT PURCHASER'S NAME: DATE:

ODOMETER DISCLOSURE STATEMENT: CAUTION: READ CAREFULLY BEFORE YOU CHECK A BLOCK

I certify to the best of my knowledge the odometer reading specified here is the actual mileage of the vehicle, unless one of the following statements is checked:

1. I hereby certify to the best of my knowledge the odometer reading stated is in excess of 10 mechanical miles (This statement is void if zero again.)

2. I hereby state the odometer reading is not the actual mileage. WARNING: ODOMETER DISCREPANCY

SIGNATURE OF LICENSED DEALER: PRINT NAME: DATE:

**3rd RE-ASSIGNMENT BY LICENSED DEALER ONLY**

The undersigned Dealer hereby certifies that the Title to the motor vehicle described on the back of this Certificate of Title was transferred to:

PURCHASER'S SIGNATURE: PRINT PURCHASER'S NAME: DATE:

ODOMETER DISCLOSURE STATEMENT: CAUTION: READ CAREFULLY BEFORE YOU CHECK A BLOCK

I certify to the best of my knowledge the odometer reading specified here is the actual mileage of the vehicle, unless one of the following statements is checked:

1. I hereby certify to the best of my knowledge the odometer reading stated is in excess of 10 mechanical miles (This statement is void if zero again.)

2. I hereby state the odometer reading is not the actual mileage. WARNING: ODOMETER DISCREPANCY

SIGNATURE OF LICENSED DEALER: PRINT NAME: DATE:

Back

The Certificate of Title is a legal document showing proof of ownership. Massachusetts Title Law requires that whoever acquires a motor vehicle or trailer must apply for a Certificate of Title within ten (10) days of acquiring that vehicle or trailer. Motor vehicles with a model year of 1980 or older and purchased before November 26, 1990 are **EXEMPT** from titling. Any vehicle purchased after November 26, 1990 must be titled, with certain exceptions. One of these exceptions is for a dealer who purchases a vehicle and holds it for resale. In this instance, the dealer may accept the Title with delivery of a vehicle and simply assign the Title to the new owner.

### Key facts for Certificates of Title:

- A Title must be applied for by the 20<sup>th</sup> of the following month from when the vehicle was purchased to avoid tax penalties and interest.
- Insurance is not required for to apply for a Title.
- There is no minimum age requirement for a person to obtain a Title for a motor vehicle or trailer.
- A person is NOT required to possess a valid driver's license in order to title a motor vehicle or trailer.
- Vehicles with MA or out of state brands other than odometer related brands on their title cannot be processed on the EVR program. These titles need to be sent to the RMV for processing.



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

- Vehicles from other states that do not require a title **cannot be processed on the EVR program**. These non-titled vehicles can only be processed at an RMV Service Center.

## TITLE (FRONT)

---

As mentioned, the Certificate of Title is the proof of ownership of a vehicle. The front of the Title (see the images in the previous section) lists the vehicle information, vehicle owner, and Lienholder(s) if there is a lien. If a lien is listed and the loan has been satisfied, the Lien Release portion will be completed. The Lienholder name, authorized signature, and date are required. If the Lien Release is not completed on the front of the Title, a notarized Affidavit of Lien Release is required.

## TITLE (BACK)

---

The reverse side of the Certificate of Title (see the images in prior section) is used to indicate a transfer of ownership. Assignments must be completed by both the buyer and the seller. Any time a Title is transferred, Massachusetts and Federal law requires the following information to be recorded on the back of the Title where the Assignment of Title sections (see page 74) are located:

- Date(s) of Sale
- Purchase Price (If a casual sale)
- Printed Name and Address of Buyer(s)
- Buyer(s) Signature(s)
- Printed Name of Seller(s)
- Signature(s) of Seller(s)
- Odometer Reading

### Additional Information Pertaining to the Back of the Title

- Assignment of Certificate of Title By Owner - This assignment is the responsibility of the owner who is listed on the front of the Title. This is the only assignment for a casual sale.
- Dealers must use 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> Dealer Re-Assignments of Title.
- All assignments used must be complete and correct.
- If a business, including dealers, is buying, selling, or reassigning a title, the business name on the back of the title must reflect the legal name of the business, not just the DBA.

## ASSIGNMENT OF TITLE

---

Any time the ownership of a motor vehicle is transferred from one party to another, the Certificate of Title must be in the dealer's possession. It must then be assigned and delivered to the new owner at the time of transfer, along with any supporting documentation required by law or by RMV policy (see page 82). It is against the law for a dealer to deliver a vehicle to a purchaser if the dealer has not properly assigned the Certificate of Title at the time of delivery of the vehicle.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

When a lessee chooses to exercise a “buyout option” for a leased vehicle, the transfer of “ownership” does not occur until the Title has been properly assigned to the lessee/purchaser. The lessee/purchaser will probably want to continue driving the vehicle, without interruption, after exercising the option. In order to ensure that the lessee/purchaser does not take “delivery” prior to a proper assignment of Title, it is important for the lessee who intends to exercise a buyout option to notify both the lessor and the dealer in advance, so that the Title can be delivered at the time of payoff. The lessor and dealer should remind the lessee to provide early notice.

## VOIDED SALE TITLES

The Assignment of Certificate of Title by Owner section on the back of a title can NEVER be voided. DO NOT use void stamps or cross-out information if the sale falls through or there is a clerical error.

- **If a casual sale falls through**, a new title (duplicate title) must be requested from the RMV online, by mail or at an RMV Service Center. (An insurance company or dealer may also apply for a duplicate title in some instances.)
- **If a dealer sale falls through**, the vehicle owner must complete a *Notarized Affidavit of Correction* to correct the error and attach the affidavit to the title.

Here are two examples of **Incorrectly** Voided Sales Titles. **DO NOT** use Void stamps (*Example 1*) or cross-out information (*Example 2*) if the sale falls through or there is a clerical error.

This is a duplicate of a Massachusetts Certificate of Title. The form contains the following information: Seller: Robert Alexander, 365 Albion St., Medford, MA 02115. Buyer: Jack Jackson, 8/1/07. Price: \$9000.00. Mileage: 25000. The form is marked with a large, bold, diagonal 'VOID' stamp across the center, indicating it is invalid.

Example 1: DO NOT use a void stamp

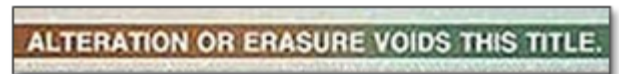
This is a duplicate of a Massachusetts Certificate of Title. The form contains the following information: Seller: Robert Alexander, 365 Albion St., Medford, MA 02115. Buyer: Jack Jackson, 8/1/07. Price: \$9000.00. Mileage: 25000. All text on the form, including names, addresses, and dates, is crossed out with red lines, indicating it is invalid.

Example 2: DO NOT cross-out information

## REVIEWING A TITLE

Always review both sides of a Title to ensure that all information is complete and correct. And always inspect the Title to be certain that there are no alterations or erasures. Alterations or erasures will void the title.

If there are any erasures, white-out or cross-outs on a title, then a Duplicate Title **MUST** be applied for prior to sale or registration of the vehicle.



A few questions to ask when inspecting the Title are:

- Did the seller complete all the required fields?

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

- Did the buyer complete all the required fields?
- Are there any liens listed on the front of the title?
  - If Yes, ensure that the lienholder signed off on the lien release area or a letter of lien release is attached to the title.
- Are there any brands or messages in the “Title Types and Brands” section?
  - If there is a brand on a title you cannot process this through EVR, unless it is an odometer related brand. It must be completed at a Service Center.
- Is the vehicle information correct?
  - If No, make the changes to the vehicle at time of registration. If the make is incorrect, the title must be amended prior to sale or registration.
- Is the mileage listed in miles?
  - The following types of mileage CANNOT be processed through EVR:
    - **Kilometers** - If a vehicle’s mileage is listed in kilometers, an *Notarized Affidavit of Correction* must be completed translating the kilometers into miles. And the mileage will be reflected on the Title and RTA.
    - **Hours** - Heavy weight equipment track its “miles” in hours. Hours would be listed on the Title and RTA. This cannot be processed on EVR.
- Are there any odometer discrepancies?
  - The two numbered checkboxes next to the vehicle’s odometer reading field do not validate or verify accuracy of the mileage.

ODOMETER DISCLOSURE STATEMENT	CAUTION: ONLY CHECK A BOX IF THE ODOMETER READING DIFFERS FROM ACTUAL MILEAGE	
"I certify to the best of my knowledge the odometer reading specified here is the actual mileage of the vehicle, unless one of the following statements is checked:"	<input type="checkbox"/> No Tenth's	<input type="checkbox"/> 1. I hereby certify to the best of my knowledge the odometer reading stated is in excess of its mechanical limits. (The odometer started at zero again.)
		<input type="checkbox"/> 2. I hereby state the odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY

**Checkbox 1:** Certifies the odometer has exceeded its mechanical limits (started a zero again).

- This is usually normal for older or antique vehicles.
- If the vehicle is not antique and this box is checked, the RMV adds 100,000 miles to the mileage stated on the title.
- A notarized affidavit of Correction is required to correct this mistake if the box is checked in error. This cannot be processed on EVR.

<input type="checkbox"/>	1. I hereby certify to the best of my knowledge the odometer reading stated is in excess of its mechanical limits. (The odometer started at zero again.)
--------------------------	--

**Checkbox 2:** States the Odometer has been replaced, altered, or is unknown.

- A notarized affidavit of Correction is required to correct this mistake if the box is checked in error.
- This will brand the title with “Odometer Discrepancy”.

<input type="checkbox"/>	2. I hereby state the odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY
--------------------------	---

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## TITLE STICKERS

Dealerships, auction houses, leasing companies, and fleets often affix inventory barcode labels and stickers to a Title to assist with managing their Title processing. In order for the RMV or EVR to accept a Title for processing a transaction, any labels and stickers must only be affixed along the edge of the Title and **must not cover or conceal any information in the body of the Title!**

For EVR transactions, you must reject any Title with stickers that cover or conceal any information in the body of the title and the transaction must not be processed.

**Do not attempt to remove any stickers or labels affixed to a Title!** This should only be done by the customer. If a customer attempts to remove the sticker and the attempt in any way alters the fidelity of the Title (for example, results in rips or tears), the title cannot be accepted. The customer would then need to apply for a Duplicate Title.

If you are unsure whether or not a sticker or label is appropriately affixed to the Title or if the removal of a sticker has in any way affected the fidelity of the Title, email the EVR department inbox to determine if the Title is acceptable.



The sticker is not covering or concealing information on this Massachusetts Title.

101264

CERTIFICATE O

MASSACHUSETTS DEPARTMENT

45300962

16 TOYT

RAW LBL BLACK  
PH: 350 - PH: 350

45300962

TTL0

43B711

LMU

TITLE NUMBER		VEHICLE IDENTIFICATION	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
SERIAL NUMBER YEAR	MAKE	MODEL NAME	SALES TAX
[REDACTED]	TOYT	RAV4	4442
CITY	STATE	PURCHASE DATE	LOCAL TAX READING
04	05	04/16/2019	26.801
		[REDACTED] Actual	[REDACTED]
		IF PREVIOUSLY REGISTERED	TITLE TYPE
		[REDACTED]	MA
		PREV. TITLE NO.	PREV. TITLE STATE

MAILING ADDRESS ONLY:

COPART  
49 RUSSELL RD  
EAST GRANBY CT 06026-9765

(ORIGINATOR NAME AND ACCOUNT)

[REDACTED]  
[REDACTED]  
[REDACTED]

FIRST LIENHOLDER:

SECOND LIENHOLDER:

TITLE TYPE AND BRANDS

TITLE TYPE

BRAND  
BRAND  
BRAND  
BRAND

TITLE MESSAGE(S):

RELEASE OF FIRST Lien: THE FIRST LIENHOLDER HEREBY RELEASES THE VEHICLE DESCRIBED IN THIS CERTIFICATE OF TITLE TO THE PERSON NAMED BELOW. NAME:  	AUTHORIZED SIGNATURE: <b>X</b>  
DATE RELEASED:  	

RELEASE OF SECOND Lien: THE SECOND LIENHOLDER HEREBY RELEASES THE VEHICLE DESCRIBED IN THIS CERTIFICATE OF TITLE TO THE PERSON NAMED BELOW. NAME:  	AUTHORIZED SIGNATURE: <b>X</b>  
DATE RELEASED:  	

THE REGISTRAR OF MOTOR VEHICLES HEREBY CERTIFIES THAT AN APPLICATION FOR A CERTIFICATE OF TITLE FOR THE MOTOR VEHICLE DESCRIBED HEREIN HAS BEEN DULY FILED, PURSUANT TO THE PROVISIONS OF THE LAWS OF THE COMMONWEALTH OF MASSACHUSETTS BASED ON THE STATEMENTS OF THE APPLICANT AND THE RECORDS ON FILE WITH THIS AGENCY, THE OWNERSHIP OF WHICH IS THE OWNER OF SAID VEHICLE.

THE REGISTRAR OF MOTOR VEHICLES FURTHER CERTIFIES THAT THE VEHICLE IS SUBJECT TO ANY SECURITY INTERESTS SHOWN HEREON.

*Colleen J. Ogilvie*

Colleen Ogilvie  
Registrar

CERT. NO. H 4452522  
NOT THE TITLE NUMBER

ALTERATION OR ERASURE VOIDS THIS TITLE.

KEEP IN SAFE PLACE

REGISTRY OF MOTOR VEHICLES

VERIFY PRESENCE OF WATERMARK

HOLD TO LIGHT TO VIEW



The stickers are covering and concealing information on this California Title.

STATE OF CALIFORNIA						
				VEHICLE HISTORY		
<b>AUTOMOBILE</b>				VIN	MODEL	YEAR
VEHICLE ID NUMBER [REDACTED]				[REDACTED]	[REDACTED]	[REDACTED]
BODY TYPE MODEL [REDACTED]		SALES TAX WEIGHT	FUEL	TRANSFER DATE	FEES PAID	EXPIRATION DATE
SD		G		2015 BMW	\$22	10/18/2019
VIN SET SOLD CLASS "IR"		MCI	EQUIPMENT/TRAILER NUMBER	CHECKMETER DATE	DATE OF REGISTRATION	ISSUE DATE
2014 YA		AE	4969364	05/21/2019	50991 MI	05/22/19
MOTORCYCLE ENGINE NUMBER						
REGISTERED OWNER(S) <b>STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY</b> 1535 DOUGLAS RD SUNNYVALE CA 95742						
<b>&lt;IAAI SLD 138990462 SALED0CJ&gt;</b> Stock#: R00-25385932 43634383 Sale Document (Front)						
<b>25316398</b> <b>25385932</b> North Hollywood						
The vehicle de CVC 1515 requires inspection at the time of sale. The seller must provide proof of insurance coverage.						
To transfer ownership of this vehicle the seller and buyer must complete the assignment on the back of this certificate.						
CVC 1515 requires the seller and any subsequent sellers that transfer title to the buyer to provide proof of insurance coverage.						
<b>&lt;IAAI SLD 143303468 SALED0CJ&gt;</b> Stock#: Z59090551 10017425 Sm+ Document (Front)						
<b>&lt;IAAI SLD 138990461 SALED0CJ&gt;</b> Stock#: R00-25385932 43634383 Sale Document (Back)						
000098						
0534782						

# SAMPLE



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## TYPE OF TITLES

There are 3 types of Titles :

- Paper Titles
- Electronic Titles
- Memorandum Titles (Obsolete)

## PAPER TITLES

Once a vehicle is registered and titled; and a lienholder is recorded in ATLAS (if applicable), the RMV issues the paper title and sends it to the customer. If there is a lienholder, the RMV will mail the paper title to the lienholder. The lienholder stores the paper title until either:

- The customer pays off the loan - the lienholder manually completes the Lien Release on the front of the paper title and the title is mailed to the owner; or
- The dealer pays off existing loan for customer. If the title is on file at the lienholder, the title may be delivered in person, or mailed to the dealer; or
- The vehicle is repossessed; or
- The customer moves out of state / paper title required to register in another state.

On a paper title there should be no cross-outs, voids, or erasures.

*Note: If a vehicle is not re-registered or is inactive within five (5) years, the RMV will archive the title. The vehicle will not be found using a search or inquiry. You must visit a Service Center and have the title re-keyed in the system. Proof of ownership is required for this transaction.*

## OUT OF STATE TITLES

Titles from all states are acceptable on EVR for registration and for trade. Here are several factors to keep in mind when processing out-of-state titles.

1. It is important to inspect all out of state titles for any brands that may not have been disclosed when the vehicle was sold by casual sale or obtained by a dealer.

- **Branded Titles** cannot be accepted through the EVR program (a brand is used as a permanent indicator of what type of history the vehicle has, often used to reflect past damage to the vehicle). The exception is titles with odometer related brands (i.e., Odometer Discrepancy), which can be processed on EVR. Be sure to thoroughly inspect the titles for any brand information to see if it can be processed on EVR.



Sample OOS Branded Title

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

- **Out-of-State Salvage Titles** cannot be registered in Massachusetts. These must go through the Salvage Inspection process in order to obtain a branded Massachusetts title.

2. Be aware that the sale by owner section may sometimes appear on the front of the title (i.e., Florida titles).
3. On the back of out of state titles it can be hard to determine what to complete for the next reassignment. Some states only have one assignment for the sale of the vehicle. However, if there are applicable spaces that are clearly indicated in the back of the title, it must be used. Review odometer boxes to verify mileage. Read all the information before you complete and sign the title.
4. Out of state titles may or may not have a lien holder listed on the title. Several states, even when there is a Lienholder, print titles and send them to individual owners. These states are:

- Arizona (before 2003)
- Kansas (before 2003)
- Kentucky
- Maryland
- Michigan (before 10/1/23)
- Missouri
- Minnesota
- Montana
- New York
- Oklahoma (before 7/1/22)
- South Dakota

Sample OOS Salvage Title

Sample Florida Title: Sale by Owner section is on the front of this OOS title

Sample OOS Title (back)

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## GOVERNMENT (GSA) TITLES

One of the paper titles you may see is the *United States Government Certificate to Obtain Title to a Vehicle*, also known as a “GSA Title” or “Standard Form 97”. A GSA Title is used for the sale or transfer of government-owned vehicles. It will only be used when motor vehicles owned by the U.S. government are sold to parties who intend to title the vehicle for operation on highways. The certificate should be transferred by a U.S. government department or agency to a transferee, which may be an individual, a business, or a dealership.

A GSA Title is a single sided 8x10 form on security paper with a preprinted sequential control number (see sample). The border and most preprinted text are blue. As with other paper titles, GSA Titles with erasures or strikeovers are invalid and may not be accepted.

When entering information from the United States Government Certificate to Obtain Title to a Vehicle into your Service Provider software, please ensure the following:

- **Previous Title Issue Date:** enter **Transfer Date**
- **Previous Title Number:** enter **Control Number** (located on the bottom left of the form).
- **Previous Title State:** enter **GS - General Services Admin.**

**The United States Government**  
**Certificate to Obtain Title to a Vehicle**  
(Must Be Machine Prepared. See Instructions on reverse.) ☐ Duplicate If Checked

The undersigned Department or Agency of the United States Government certifies that the vehicle described herein, the property of the United States Government, has been transferred this 20 day of October 20 20 to the Transferee designated herein; and that this is the first transfer of such vehicle in ordinary trade and commerce subsequent to acquisition thereof by the United States Government.

Vehicle Identification No. [REDACTED] Certificate No. [REDACTED]

Type [REDACTED] Make of Vehicle [REDACTED] Series or Model [REDACTED] Body Style [REDACTED]

Fuel [REDACTED] No. of Cylinders [REDACTED] Weight (pounds) [REDACTED] GVWR [REDACTED] Purchase Price [REDACTED]

Transferor's complete office, i.e., department or agency address and address, ZIP Code [REDACTED] Transferee's name, address, city, state, ZIP Code [REDACTED]

**Odometer Disclosure Statement** Date of Statement 10/20/20

Federal Law (and State law, if applicable) requires that you state the mileage upon transfer of ownership; failure to complete or providing a false statement may result in fines and/or imprisonment.

I, [REDACTED] Transferee's Name (Seller) state that

The odometer now reads [REDACTED] Odometer Reading (No Telling)

Not of my knowledge that it reflects the actual mileage of the vehicle described above, unless one of the following is checked:

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the actual mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is not the actual mileage.

**WARNING - ODOMETER DISCREPANCY.**

Transfer Title (Signature of Seller) [REDACTED] Printed Name (last, first and middle) [REDACTED] Date 10/20/20

Transfer Title (Signature of Buyer) [REDACTED] Printed Name (last, first and middle) [REDACTED] Date 10/20/20

**E194768** ANY ALTERATION OR ERASURE VOIDS THIS CERTIFICATE

## PAPER TITLES WITH BRANDS

The only brands that can be processed or added on EVR are the Odometer Discrepancy brands. If a previous title has a brand other than an odometer brand, the transaction must be sent to the RMV for process. For example, if you have a Massachusetts Reconstructed title with a Collision brand, the brand indicates that the vehicle was once totaled following a collision. This title cannot be processed on EVR.

Similarly, if an out of state title has a salvage brand, this cannot be processed. The owner must go through the full salvage process in order to title the vehicle in Massachusetts. Massachusetts salvage titles also cannot currently be processed on EVR which would include branded salvage titles.



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## TITLES ISSUED TO AN INSURANCE COMPANY

When you see a title that is issued to an insurance company, **DO NOT PROCESS THIS TITLE ON EVR**. It is automatically considered a branded title even though it has not been re-titled as reconstructed.

- **Vehicles Over 10 Years Old:** If the vehicle is over 10 years old, it does not need to go through the salvage process, but a brand must be added to the title. This cannot be processed on EVR. These transactions must be processed at an RMV Service Center.
- **Vehicles Less Than 10 Years Old:** If the vehicle is less than 10 years old, it must go through the salvage process. [Salvage Titles must be applied for through the RMV](#)<sup>37</sup>.

The image shows a sample of a Massachusetts Certificate of Title by Owner form. A large green box with the word "SAMPLE" is overlaid on the top right. The form includes a warning about federal and state laws regarding false information. It contains fields for the seller's name (Commerce Insurance), address (1 Gore Rd, Webster, MA), date of sale (12/1/2020), and odometer reading (36,126). It also has sections for the buyer's signature (Joseph Sample) and the agent's signature (Jane Example Agent), both dated 12/15/2020.

## ELECTRONIC TITLE

The Electronic Lien and Title (ELT) Program is a paperless method by which the Massachusetts RMV and lienholder can exchange vehicle and title information via a Service Provider. Instead of printing a paper title and mailing it to the lienholder, the RMV transmits the title record electronically. The lienholder stores the electronic record instead of a paper title. Once the lien has been satisfied, the lienholder sends the RMV an electronic message releasing the title. It is the banking institution's responsibility to release the electronic lien from the title. The RMV then prints and mails the now lien free paper title to the vehicle owner or a third party (if designated by the lienholder).

Lienholders must participate in the Massachusetts ELT program in order to store electronic titles.

While the lienholder holds the lien, they may request a paper title listing them as lienholder at any time.

<sup>37</sup> <https://www.mass.gov/how-to/apply-for-a-salvage-title>

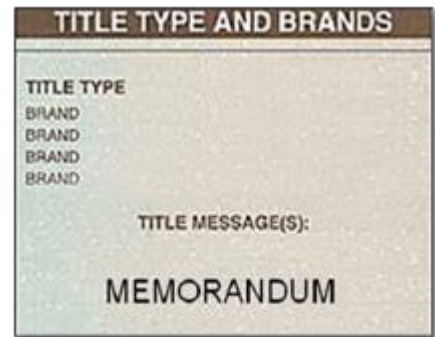
# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## MEMORANDUM TITLE

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Prior to 11/12/2019, when an out of state vehicle was being titled in Massachusetts and the original Title for that vehicle was held by a Lienholder, the RMV would issue a non-negotiable Memorandum Title and mail it to the Lienholder. These are no longer issued.

Starting 11/12/2019, the RMV implemented a new process that eliminates the printing of Memorandum Titles. Instead, the lienholder will receive a letter requesting the out of state title be sent to the RMV. Once we receive the out of state title, a clear MA title will be issued and sent to the customer.



Close up of sample  
Memorandum Title (front)

There are still Memorandum Titles in circulation that were issued before 11/12/2019. For these Memorandum Titles, when the lien is satisfied, the customer must obtain their out of state title. The title will either be signed off by the lienholder or the customer will have a lien release letter. You may also see one of the following common error messages when there is a memo title on record:

- Transaction cannot be completed because the Title is electronic and held by the ELT lienholder, or
- No Active Title Found, or
- Title Under Review.

If a memorandum title needs to be released, contact your Service Provider Help Desk. Your Help Desk will review the error to verify the error and the status of the record. They will then escalate the call to RMV's Business Support for further review. RMV Business Support will troubleshoot the issue, and work to clear the memo title. This may require you to email or fax over the front and back of the title, along with the lien release documents, upon request. Business Support determines if the memo title can be cleared. Once it is cleared successfully, you will be able to proceed with your transaction.

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## SUPPORTING DOCUMENTS

Supporting documents are ones that may not be required for every transaction but will be required if the customer's circumstance calls for them. This includes title supporting documents that may be required if for instance all of the available fields on the back of a title have been used or if information on a title needs to be corrected. This would also include documents to prove the information on the RTA is correct, like the various forms used to claim a sales tax exemption for the vehicle.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## DRT-1 FORM

There are three (3) uses for the DRT-1 Form: *Reassignment of Title, Assignment and Authorization for Payoff, and Assignment and Authorization for Duplicate Title*. The DRT-1 is a proof of ownership supporting document and should be stapled to the title or the CO.

1. **Reassignment of Title** - The selling Massachusetts dealer completes the front (control numbered) side when all other reassignments on the Title have been completed. Do not use a DRT-1 if there is an available assignment on the back of the Title or if there is an available reassignment on any attached Dealer Reassignment form, including one from another state. Always use the first available reassignment.

SAMPLE

Title with all Assignments Completed

DRT-1 form used to complete the sale



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

2. Assignment and Authorization for Payoff - Complete the backside of the form according to the instructions for an Assignment and Authorization for Payoff. The vehicle owner(s) must sign, print name(s), date, and disclose the mileage on the DRT-1 form, authorizing the dealer to pay off the lien and obtain the Title from the lienholder. Provide the lienholder a copy of the form along with payment. When you receive the title, attach the original DRT-1 to the title. The DRT-1 is used in lieu of the Assignment of Title by Owner on the title and transfers ownership of the vehicle to the dealer.

**SAMPLE**

**REGISTRY OF MOTOR VEHICLES**  
Assignment and Authorization for Payoff  
OR  
Assignment for Duplicate Certificate of Title  
*This form is not valid unless accompanied by the Certificate of Title*

**INSTRUCTIONS**

- Assignment and Authorization for Payoff: Fill in Parts A, B, and C.**
  - The titled owner(s) arranges the sale and provides the dealer with the name of the lienholder.
  - Dealer obtains the balance due on the loan and the title number from the lienholder. Dealer prepares Assignment and Authorization for Payoff and Owner(s) signs to complete the transaction.
  - Dealer forwards a photocopy of Assignment and Authorization together with the payment to the lienholder.
  - Upon acceptance, the lienholder releases the lien on the title and forwards it to the dealer.
  - Upon release, the dealer gives buyer the Assignment and Authorization form, the Title and other required documents.
- Duplicate Certificate of Title: Fill in parts A and C only.**
  - Dealer gives buyer this assignment and duplicate certificate of title and any other required documents.

**PART A.**

For value received, I/We have assigned, transferred, and conveyed all my/our rights, title, and interest in the following described motor vehicle.

<b>2006</b>	/	<b>Honda</b>	/	<b>2HJYK165X6H524021</b>	/	<b>AB229703</b>
YEAR		MAKE		VEHICLE IDENTIFICATION NO.		TITLE NO.

**EVR Training Dealership**  
NAME OF PURCHASER  
**23 Midstate Dr., Auburn, MA 01906**  
ADDRESS

**PART B. American Bank & Trust**  
NAME OF LIENHOLDER  
**333 E 151st St. New York, NY 10455**  
ADDRESS

Subject, however, to your rights and interest therein; and, I/We hereby authorize you to accept from said transferee thereof in the amount of \$ **12,498.29**, being the full balance due on my/our account, and upon receipt and acceptance of the above amount, you are instructed to surrender to said transferee the Massachusetts Certificate of Title to said motor vehicle, properly released and endorsed.

**PART C. ODOMETER DISCLOSURE STATEMENT**

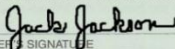
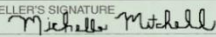
**WARNING:** Federal and Massachusetts laws require that you state the mileage in connection with the transfer of ownership. After all of the required vehicle information and odometer disclosures have been made, both buyer(s) and seller(s) are required to sign their name(s) followed by hand printing and dating the transfer. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I state that the odometer now reads **46,427** (NO TENTHS) and to the best of my knowledge that it reflects the actual mileage of the vehicle unless one of the following statements is checked:

☐ I certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits of 99,999 miles. (The odometer started at zero again.)

☐ I certify that the odometer reading is not the actual mileage.

**WARNING-ODOMETER DISCREPANCY**

	<b>Jack Jackson</b>	<b>11/9/07</b>
SELLER'S SIGNATURE	HAND PRINT NAME	DATE
	<b>Michelle Mitchell</b>	<b>11/9/07</b>
CO-SELLER'S SIGNATURE PURCHASER'S SIGNATURE (DEALER'S AUTHORIZED AGENT)	HAND PRINT NAME	DATE

**Massachusetts General Law Chapter 90D, Section 24 (MGL c.90D, §24) requires that:** Upon the satisfaction of a security interest in a vehicle for which the certificate of title is in the possession of the lienholder, the lienholder shall, within three days after demand and, in any event, within ten days, execute a release of his security interest, in the space provided therefore on the certificate or as the Registrar shall prescribe, and mail or deliver the certificate and release to the next lienholder named therein, or, if none, to the owner or any person who delivers to the lienholder an authorization from the owner to receive the certificate.

**When Payment Deemed Cleared:** Under the law as amended by Chapter 243 of the Acts of 2004, payment in satisfaction of the security interest is deemed cleared immediately upon receipt by a lienholder if the amount owed is tendered in cash, certified check, cashier's check, teller's check, intra-bank or inter-bank transfer of funds, or by an electronic transfer of funds.


**Assessment of Civil Administration Penalty for Lienholder's Failure to Comply:** New sections of the law (§24A and §32(c) created by Chapter 243 allow the Registrar to assess a civil administrative penalty for noncompliance. The minimum civil administrative penalty authorized by law is \$500 for a first offense, but late payment can result in a tripling of that amount. Administrative costs, attorney's fees and collection costs may substantially increase the amount owed.

DRT-1 (back) filled out for the Assignment and Authorization for Payoff

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

3. Assignment and Authorization for Duplicate Title - Complete the backside as an Assignment for Duplicate Certificate of Title and complete an Application for Duplicate Certificate of Title form. The customer must sign both forms, authorizing the RMV to mail the Duplicate Title to the dealer, and assigning the Duplicate Title to the dealer. When you receive the Duplicate Title, attach the original DRT-1 to the title. The DRT-1 is used in lieu of the Assignment of Title by Owner on the title and transfers ownership of the vehicle to the dealer.

SAMPLE



## REGISTRY OF MOTOR VEHICLES

Assignment and Authorization for Payoff  
or  
Assignment for Duplicate Certificate of Title

This form is not valid unless accompanied by the Certificate of Title

INSTRUCTIONS

1. **Assignment and Authorization for Payoff: Fill in Parts A, B, and C.**
  - a. The titled owner(s) arranges the sale and provides the dealer with the name of the lienholder.
  - b. Dealer obtains the balance due on the loan and the title number from the lienholder. Dealer prepares Assignment and Authorization for Payoff and Owner(s) signs to complete the transaction.
  - c. Dealer forwards a photocopy of Assignment and Authorization together with the payment to the lienholder.
  - d. Upon acceptance, the lienholder releases the lien on the title and forwards it to the dealer.
  - e. Upon release, the dealer gives buyer the Assignment and Authorization form, the Title and other required documents.
2. **Duplicate Certificate of Title: Fill in parts A and C only.**
  - a. Dealer gives buyer this assignment and duplicate certificate of title and any other required documents.

PART A.

For value received, I/We have assigned, transferred, and conveyed all my/our rights, title, and interest in the following described motor vehicle.

<b>2006</b>	<b>Honda</b>	<b>2HJYK165X6H524021</b>	<b>AB229703</b>
YEAR	MAKE	VEHICLE IDENTIFICATION NO.	TITLE NO.

**EVR Training Dealership**

NAME OF PURCHASER

**23 Midstate Dr., Auburn, MA 01906**

ADDRESS

PART B.

NAME OF LIENHOLDER

ADDRESS

Subject, however, to your rights and interest therein; and, I/We hereby authorize you to accept from said transferee thereof in the amount of \$ \_\_\_\_\_, being the full balance due on my/our account, and upon receipt and acceptance of the above amount, you are instructed to surrender to said transferee the Massachusetts Certificate of Title to said motor vehicle, properly released and endorsed.

PART C.

ODOMETER DISCLOSURE STATEMENT

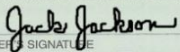
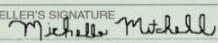
**WARNING:** Federal and Massachusetts laws require that you state the mileage in connection with the transfer of ownership. After all of the required vehicle information and odometer disclosures have been made, both buyer(s) and seller(s) are required to sign their name(s) followed by hand printing and dating the transfer. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I state that the odometer now reads **46,427** (NO TENTHS) and to the best of my knowledge that it reflects the actual mileage of the vehicle unless one of the following statements is checked:

☐ I certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits of 99,999 miles. (The odometer started at zero again.)

☐ I certify that the odometer reading is not the actual mileage.

WARNING-ODOMETER DISCREPANCY

<div style="font-size: 0.7em;">SELLER'S SIGNATURE</div> 	<div style="font-size: 0.7em;">HAND PRINT NAME</div> <b>Jack Jackson</b>	<div style="font-size: 0.7em;">DATE</div> <b>11/9/07</b>
<div style="font-size: 0.7em;">CO-SELLER'S SIGNATURE</div> 	<div style="font-size: 0.7em;">HAND PRINT NAME</div> <b>Michelle Mitchell</b>	<div style="font-size: 0.7em;">DATE</div> <b>11/9/07</b>
<div style="font-size: 0.7em;">PURCHASER'S SIGNATURE (DEALER'S AUTHORIZED AGENT)</div>	<div style="font-size: 0.7em;">HAND PRINT NAME</div>	<div style="font-size: 0.7em;">DATE</div>

**Massachusetts General Law Chapter 90D, Section 24 (MGL c.90D, §24) requires that:** Upon the satisfaction of a security interest in a vehicle for which the certificate of title is in the possession of the lienholder, the lienholder shall, within three days after demand and, in any event, within ten days, execute a release of his security interest, in the space provided therefore on the certificate or as the Registrar shall prescribe, and mail or deliver the certificate and release to the next lienholder named therein, or, if none, to the owner or any person who delivers to the lienholder an authorization from the owner to receive the certificate.

**When Payment Deemed Cleared:** Under the law as amended by Chapter 243 of the Acts of 2004, payment in satisfaction of the security interest is deemed cleared immediately upon receipt by a lienholder if the amount owed is tendered in cash, certified check, cashier's check, teller's check, intra-bank or inter-bank transfer of funds, or by an electronic transfer of funds.

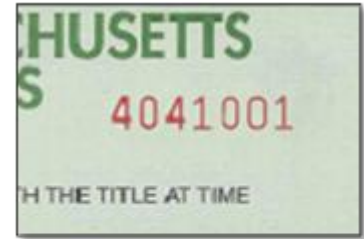
**Assessment of Civil Administration Penalty for Lienholder's Failure to Comply :** New sections of the law (§24A and §32(c) created by Chapter 243 allow the Registrar to assess a civil administrative penalty for noncompliance. The minimum civil administrative penalty authorized by law is \$500 for a first offense, but late payment can result in a tripling of that amount. Administrative costs, attorney's fees and collection costs may substantially increase the amount owed.

**DRT-1 (back) filled out for the Assignment for Duplicate Certificate of Title**



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

Dealers must record the Red Control Number on the front side of the DRT-1 form on the corresponding page of the Used Car Record Book for every assignment used, for any of the purposes described on the preceding pages. If there is a mistake made on the DRT-1 form it becomes void. Voided DRT-1 form control numbers must be recorded in the Used Car Record Book and the DRT-1 form must be kept onsite for 2 years. Voided DRT-1 forms can be destroyed after 2 years unless they are attached to a title and must then follow the title's retention requirements.



Close up of sample DRT-1 (front) Red Control Number

 A photograph of a sample DRT-1 form. A green box with the word "SAMPLE" in white is in the top left corner. The form is titled "ASSIGNMENT OF CERTIFICATE OF TITLE BY OWNER" and "EVR TRAINING DEALERSHIP". It contains fields for "23 MIDSTATE DR SUITE 206", "AUBURN", "MA", "01501", and "46319". A large black arrow points from a text box at the bottom to the "SEE DRT-1/DRT-1 ATTACHED" text printed on the form. The form also has sections for "1st RE-ASSIGNMENT", "2nd RE-ASSIGNMENT", and "3rd RE-ASSIGNMENT", each with a "LICENSED DEALER ONLY" section.

When the dealership receives the original title from the RMV after an Assignment and Authorization for Payoff, or Assignment and Authorization for Duplicate Title has been performed on a DRT-1 form, that DRT-1 form should be attached to the title. The original title's "Assignment of Certificate of Title by Owner" section should be completed in order to avoid errors. In the seller's signature you can type, stamp, or write "See DRT-1". Once the DRT-1 form is attached, the dealership can continue to use the assignments on the back of the title. Do not use the assignments on the DRT-1 to complete any other transaction.

The DRT-1 form can be used for only one (1) function per transaction. Therefore, the front and back of the same DRT-1 form cannot be used at the same time. Dealers cannot use DRT-1 forms to transfer ownership to a customer during a sale transaction unless the title is on the premises with no available assignments.

When the original title arrives, print "See DRT-1" or "DRT-1 Form Attached" in the Assignment of Certificate of Title by Owner section.

Attach the DRT-1 then complete the 1<sup>st</sup> Dealer Reassignment  
Complete the 2<sup>nd</sup> and 3<sup>rd</sup> Dealer Reassignments if applicable.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## ORDERING DRT-1 FORMS

Dealerships must use the [Application for Dealer Reassignment](#)<sup>38</sup> form to order DRT-1 forms from the RMV. DRT-1 forms cannot be ordered through the Service Provider software. This application provides explicit instructions for how to order DRT-1 forms.

*Note: The DRT-1 forms that you receive from the RMV **MUST NOT** be shared or loaned to any other dealerships. They are tracked forms assigned for use by your specific dealership. As indicated on the ordering form itself, improper use or improper completion of the DRT-1 Form, or failing to use it when required, may result in suspension or revocation of your general registration and "Dealer" plates!*

Massachusetts Registry of Motor Vehicles Application for Dealer Reassignment	
Registry of Motor Vehicles - Section 5 Division P.O. Box 55897 - Boston, MA 02205-5897 - PHONE: 857-368-8030 - FAX: 857-368-0823	
<b>Instructions</b> The <b>Dealer Reassignment of Title</b> portion of the Massachusetts Registry of Motor Vehicles' (RMV) DRT-1 Form is a supplemental transfer document. It should be properly completed by a licensed Massachusetts dealer <b>only when all other dealer re-assignment spaces on the Certificate of Title form are complete</b> . This includes out-of-state titles that are transferred by a Massachusetts dealer. You are applying for controlled forms that are tracked by the RMV and are to be used by your dealership only. They may <b>NOT</b> be shared with, or loaned to anyone. <b>The Control Number must be entered into your Used Vehicle Record Book.</b> Improper use or improper completion of the DRT-1 Form, or failing to use it when required, may result in suspension or revocation of your general registration and "Dealer" plates. The RMV will notify the city/town of improper use and recommend license revocation. <b>What is required to obtain these forms?</b> This application form must be completed, signed and submitted along with a copy of the dealer license issued by the city or town. A copy of the dealer license is only required with the first order in each calendar year.	
<b>Dealer Information</b> Dealer Name: _____ Date: _____ Address: _____ City: _____ State: _____ Zip Code: _____ Business Phone Number: _____ Fax Number: _____ Business Email Address: _____	
<b>Signature</b> Please check one: <input type="checkbox"/> Yes, I have a Dealer Plate Number: - Before April 1, include a copy of license from city/town - After April 1, copy of license not needed <input type="checkbox"/> No, I do not have Dealer Plates - First time order each year, include copy of license from city/town - Reorder same year, copy of license not needed - Current year city/town license number: _____ Requested by: _____ Signature: _____ Printed Name: _____ My signature acknowledges that I have read and understand the rules regarding use of the DRT-1 form.	
<b>This area for Registry use only</b> <input type="checkbox"/> Mailed Number of Pads: _____ Date: _____ <input type="checkbox"/> Starting Number: _____ Ending Number: _____ <input type="checkbox"/> Picked up by: _____ Print Name: _____ <input type="checkbox"/> D/L Number: _____ <input type="checkbox"/> Entered Date: _____ Mailed Date: _____	

**When to Use DRT-1**  
  
**Side #1**  
Is the **Dealer Reassignment of Title**. This form is a supplemental transfer document to be completed by a Massachusetts licensed dealer **only when all other dealer reassignments on the Certificate of Title are complete**. This includes out of state titles.  
After all the pertinent vehicle information and odometer disclosures are made, both buyer(s) and seller(s) are required by federal law to sign their names, followed by *hand printing* their names and dating the transfer.  
  
**Side #2**  
Contains the combination **Assignment and Authorization for Payoff/Assignment for Duplicate Certificate of Title**.  
**Assignment and Authorization for Payoff**  
This section will be used when a dealer pays off an existing car loan for a vehicle used as a trade-in. It is a substitute for the First Assignment on the reverse side of the Certificate of Title. Complete parts A, B, and C.  
**Assignment for Duplicate Certificate of Title**  
This form takes the place of the first assignment on the reverse side of the Duplicate title, only when the original owner is not available to properly assign the title to the dealer. Complete parts A, C, and a Duplicate Title Form.  
**The First Assignment on the reverse side of the title should be left blank when using side #2 of this form.**  
  

<b>For All Car Dealers:</b> <b>Dealer Repair-DRT</b> <b>Registry of Motor Vehicles</b> 25 Newport Avenue Extension Quincy, MA 02171 857-368-8030 - phone 857-368-0823 - fax	<b>For Used Car Dealers Only:</b> <b>Mass Independent</b> <b>Auto Dealers Association</b> One Upland Road Building 200, Suite 226 Norwood, MA 02062 781-278-0077 - phone 781-278-0099 - fax www.miada.com	<b>For New Car Dealers Only:</b> <b>Massachusetts State</b> <b>Auto Dealers Association</b> One McKinley Square, Sixth Floor Boston, MA 02109 617-451-1051 - phone 617-451-9309 - fax
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SAMPLE

FIV100\_1119

<sup>38</sup> <https://www.mass.gov/doc/application-for-dealer-reassignment-of-title-drt-1/download>



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## AFFIDAVIT FOR CORRECTION

[Notarized Affidavit for Correction](#)<sup>39</sup> can be used with both C/O's and Titles. Again, they CANNOT be used with a voided sale on a title completed by the original owner of the vehicle. The current owner or selling dealership is responsible for the Notarized Affidavit for Correction. If the correction is being completed by a dealership, the Notarized Affidavit for Correction form should be on company letterhead.

Notarized Affidavit for Correction forms can be used to correct:

- Sales Price
- Date of Sale
- Address Information
- Odometer statements
- Buyer or Seller Signatures on the wrong line
- Voided Dealer Sales
- Lienholder Information

Notarized Affidavit for Correction forms must always be notarized, and must clearly explain the errors and corrections in detail. This form is a title supporting document and must be stapled to the title.

*Note: A Notarized Affidavit for Correction cannot accompany an MVU-24 Gift form. If the owner decides to make a gift after they put in a sale price, the owner must apply for a duplicate title.*

**Notarized Affidavit for Correction**  
Registry of Motor Vehicles • Title Division  
P.O. Box 55689 • Boston, MA • 02205-5889

**Requirements**  
Complete this application when there is an error on the assignment of a Massachusetts Certificate of Title.

**Instructions**  
Complete this affidavit and bring to an RMV Service Center with Certificate of Title and other required documents.

**A. Vehicle Information**

VIN #	2HUYK165X8H524021	Title #	BU123456	State	MA
Year	2006	Make	HONDA	Model	RIDGELINE

**B. Certification and Signature**

I/We Jack Jackson, hereby state that this Affidavit is for the purpose of correcting an error on the assignment of Certificate of Title or application for title for the vehicle described above.

The error(s) made consist(s) of...  
In the Assignment of Certificate of Title, by Owner Section, the purchaser address is incorrect. The purchaser, Robert Alexander, lived at 365 Albion Street, Medford, MA 07115.

The correct information is...  
The purchaser, Robert Alexander, lives at 762 Albion Street, Medford, MA 07115.

Signed under the penalties of perjury this 1st day of February, 2020

Signature(s): Jack Jackson

**C. Notarization**

On this 1st day of February, 2020, before me, the undersigned notary public, personally appeared John Thomas (name of document signer), proved to me through satisfactory evidence of identification, which was/ were Drivers License to be the person whose name is signed above, and swore or affirmed to me that the contents of the document are truthful and accurate to the best of his/her knowledge and belief.

Signature of Notary Public: John Thomas

My Commission Expires: 12/31/2020

Place notary seal above

TTL102\_1119

**SAMPLE**

<sup>39</sup> <https://www.mass.gov/doc/notarized-affidavit-for-correction/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## LIEN RELEASE

If there is a Lienholder listed on the front of the title, the owner must present one of the following to release the lien:

- Release of Lien section completed on the front of the title, or
- Lien Release letter from the lien company
  - This must be an original letter on bank letterhead. It cannot be faxed, photocopied, or emailed. It must list the customer's name and vehicle information.

If the title shows a lien, do not sell the vehicle unless there is a Lien Release.

**CERTIFICATE OF TITLE**

**THE COMMONWEALTH OF MASSACHUSETTS**

TITLE NUMBER <b>AB229703</b>		VEHICLE IDENTIFICATION NUMBER <b>2HJKY165X6H524021</b>		DATE OF ISSUE <b>9/21/05</b>	
YEAR <b>2006</b>	MAKE <b>HONDA</b>	MODEL <b>RIDGELIN</b>	MODEL NO. <b>PU</b>	MODIFIED <b>N</b>	
CHL. PASS. ORS <b>6 5 4</b>	PURCHASE DATE <b>7/12/05</b>	ODOMETER READINGS <b>23</b>	PREV. TITLE NO.	PREV. TITLE STATE	

MAILING ADDRESS ONLY:  
**AMERICAN BANK & TRUST  
333 E 151ST ST.  
NEW YORK, NY 10455-2602**

OWNER(S) NAME AND ADDRESS:  
**JACKSON, JACK  
123 MAPLE AVE.  
SHREWSBURY, MA 01545**

FIRST LIENHOLDER:  
**AMERICAN BANK & TRUST  
333 E 151ST ST.  
NEW YORK, NY 10455-2602**


SECOND LIENHOLDER:

RELEASE OF FIRST LIEN:  
THE FIRST LIENHOLDER INTEREST IN THE VEHICLE DESCRIBED IN THIS CERTIFICATE IS HEREBY RELEASED.  
NAME:  
**AMERICAN BANK & TRUST**  
AUTHORIZED SIGNATURE:  
**X Steve Thomas**  
DATE RELEASED:  
**2/18/2008**

RELEASE OF SECOND LIEN:  
THE SECOND LIENHOLDER INTEREST IN THE VEHICLE DESCRIBED IN THIS CERTIFICATE IS HEREBY RELEASED.  
NAME:  
AUTHORIZED SIGNATURE:  
**X**  
DATE RELEASED:

THE REGISTRAR OF MOTOR VEHICLES HEREBY CERTIFIES THAT AN APPLICATION FOR A CERTIFICATE OF TITLE FOR THE MOTOR VEHICLE DESCRIBED HEREIN HAS BEEN DULY FILED. PURSUANT TO THE PROVISIONS OF THE LAWS OF THE COMMONWEALTH OF MASSACHUSETTS, BASED ON THE STATEMENTS OF THE APPLICANT AND THE RECORDS ON FILE WITH THIS AGENCY, THE APPLICANT NAMED IS THE OWNER OF SAID VEHICLE.

THE REGISTRAR OF MOTOR VEHICLES FURTHER CERTIFIES THAT THE VEHICLE IS SUBJECT TO ANY SECURITY INTERESTS SHOWN HEREIN.



CONTROL NO. **E0000000**  
NOT THE TITLE NUMBER

ALTERATION OR ERASURE VOIDS THIS TITLE. KEEP IN SAFE PLACE

REGISTRY OF MOTOR VEHICLES

Title with a Lienholder

**SAMPLE**



2/18/2008

To: Massachusetts Registry of Motor Vehicles

Jack Jackson, of 123 Maple Ave., Shrewsbury, MA 01545, bears title to the vehicle (2006, Honda Ridgeline, VIN 2HJKY165X6H524021). All liens and debts have been satisfied with American Bank & Trust, 333 E. 151<sup>st</sup> St. New York, NY, 10455.

Steven Thomas

**Steve Thomas**  
Lien Officer, AB&T

Lien Release letter

## REPOSSESSION PAPERWORK

It is possible that dealers may receive a title with repossession paperwork attached. This may happen if a repossessed vehicle was purchased at auction. This paperwork MUST stay with the title! Make sure the repossession paperwork is scanned and kept along with the title.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

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## POWER OF ATTORNEY

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A Power of Attorney (POA) document allows someone that the customer selects (as an “attorney-in-fact” or “agent”) to act on the customer’s behalf in financial matters. Power of Attorney documents should always be notarized and valid. The person acting as Power of Attorney must always write “Power of Attorney” or “POA” after authorized signatures. If you have a Power of Attorney document as a title supporting document, it must be attached to the title. This will be scanned along with your title in your transaction.

There are different types of Power of Attorney authority: General Power of Attorney, Limited Power of Attorney (LPOA), Durable Power of Attorney, and Springing Power of Attorney.

1. **General POA** provides broad authority to an agent to manage the customer’s affairs while the customer is competent. This POA terminates if the customer is incapacitated, dies, or revokes the POA.
2. **Limited Power of Attorney** allows an agent to act on the customer’s behalf for a specific purpose and during a limited timeframe. This grants the representative to perform a particular action on the customer’s behalf, like buying or selling a vehicle. LPOA has specific start and end dates for when the agent can act on the customer’s behalf – it ends when the timeframe is exceeded or the customer revokes the POA.
3. **Durable POA** can be either general or limited, but also contains a provision that allows the agent to continue acting on the customer’s behalf if they become physically or mentally incapacitated. This POA terminates if the customer dies or revokes the POA.
4. **Springing POA** comes into effect only if a customer becomes incapacitated. The level of incapacitation required for the POA to take effect must be defined in the document. This POA terminates if the customer dies or revokes the POA.

If granting Power of Attorney rights to an agent for the sole purpose of titling and registering a vehicle, the RMV strongly recommends **Limited Power of Attorney** that specifies the particular action the agent can perform on the customer’s behalf. Please note that if an applicant has signed their own application POA is not required for a ‘runner’ or another person to drop off an application on the behalf of a customer at an RMV Service Center.

There are two types of Power of Attorney documents that are acceptable by the Massachusetts RMV: the Vehicle Owner’s Limited Power of Attorney Form or a Free Form POA. Both the Vehicle Owner’s Limited Power of Attorney Form and the Free Form POA must meet the legal requirements in Massachusetts. The following rules apply to both POA types:

1. Clear, legible, quality photocopies may be accepted.
2. A POA will not be accepted if the RMV learns that the principal is deceased.
3. To transfer a vehicle’s Certificate of Title using a POA, the original title is required as an attachment to the application. However, the RMV will not, under any circumstances, transfer a vehicle title to the agent or representative of the agent named on the POA.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

4. A clear, legible, quality photocopy of the POA agent's driver's license or identification is required as an attachment to the POA. A valid ID from any state or country is acceptable. If the agent is not an individual, for example, a business or corporation, the agent must provide a copy of the identification of the representative who signed the POA. The language "on behalf of/as an agent of [business or corporation]" is required following their signature.

## VEHICLE OWNER'S LIMITED POWER OF ATTORNEY FORM (FORM TTLREG109)

The RMV has created a limited [Power of Attorney Form template](#)<sup>40</sup> that can be used to grant LPOA for the specific purpose of registering and/or titling a vehicle. The use of this form is highly encouraged but not required.

This form ensures that individuals granting POA for the sole purpose of registering a vehicle do not grant additional authority to the POA agent outside of the vehicle transaction. Those not using this form will need to provide a free form POA document (see page 79).

If RMV's Vehicle Owner's Limited Power of Attorney Form (TTLREG109) is used for LPOA, it must meet the following requirements:

1. All applicable sections of the form must be completed prior to being signed by the principal, agent, and witness(es). The principal, agent, or witness(es) must NOT sign the form until all required fields have been completed in their entirety. The RMV will reject any form that has had any portion filled out after it has already been signed.
2. The form must be completed in ink or typed as a fillable form.

The form is titled "Vehicle Owner's Limited Power of Attorney" and is issued by the Registry of Motor Vehicles, P.O. Box 55889, Boston, MA 02205-5889. It includes instructions, sections for vehicle owner(s), company information, limited power of attorney granted to, vehicle information, and certification and signature. The form is designed to be filled out by the vehicle owner or a company representative, and it requires signatures and dates from the principal, agent, and witnesses.

**Instructions**  
All sections of this Limited Power of Attorney (POA) Form must be completed in order for it to be valid. All signatures must be handwritten.  
**NOTE:** This POA can only be used to perform Massachusetts Registry of Motor Vehicles (RMV) transactions.

**Vehicle Owner(s)** Complete all applicable fields legibly.

Owner 1 Name: First, Middle, Last, Driver License Number, State Issued  
Owner 1 Street Address, City, State, Zip Code  
Owner 2 Name: First, Middle, Last, Driver License Number, State Issued  
Owner 2 Street Address, City, State, Zip Code  
Company Name, Company FID, Company Street Address, City, State, Zip Code  
Company Representative Name, Driver License Number, State Issued

**Limited Power of Attorney Granted to**  
Full Legal Name: First, Middle, Last, Driver License Number, State Issued  
Street Address, City, State, Zip Code  
Agent for: Name and Address (if applicable)

**Vehicle Information**  
Model Year, Make, Model, Vehicle Identification Number (VIN), Title Number, State Issued

**Certification and Signature** Complete applicable fields.  
I/We, being the owner(s) of the motor vehicle described above hereby appoint the person herein named as my/our Power of Attorney to sign in my/our stead any Certificate of Title, or other supporting papers covering said motor vehicle, in whatever manner necessary to register and/or transfer ownership of said motor vehicle; and I/We do hereby grant unto said designated Power of Attorney full authority to perform all acts necessary to execute the powers expressly granted herein. I/We further certify under penalty of perjury that to the best of my/our knowledge, all information presented in this form, including any supporting documents, are true and correct, and that any documents I/We have presented are genuine.  
This Limited Power of Attorney shall expire on the earlier of thirty (30) days from my/our signature, or when the vehicle's registration and/or title is processed at the RMV or by an authorized business partner.

Owner 1/ Principal Signature, Date, Owner 2 Signature, Date  
Named Agent or Attorney-in-Fact, Date  
Witness 1 Signature, Date, Witness 2 Signature, Date  
Witness 1 Printed Name, Date of Birth, Witness 2 Printed Name, Date of Birth

TTLREG 109\_0823

<sup>40</sup> <https://www.mass.gov/doc/limited-power-of-attorney/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

Form TTLREG109 is organized into the following sections:

1. The Vehicle Owner(s) section reflects the name of the individual(s) or company that owns the vehicle (the principal). This section must match the names as presented on the current registration or title record exactly. The addresses for the owners must be either the individual's residential addresses as currently recorded on their driver's license or the corporate home address of the company that owns the motor vehicle. All fields for each applicable owner are mandatory.
2. The Limited Power of Attorney Granted to section reflects the name, address, and driver license number/state of the individual the POA is granted to (the agent). The agent's name and address must match the name on their driver's license exactly. If the agent is acting on behalf of their employer, the employer's name and address and the agent's position title must be entered in the Agent for: Name and Address fields.
3. The Vehicle Information section describes the vehicle and must match what is on the current title or registration record.
4. The Certification and Signature section requires the principal's signature, the agent's signature (with the notation of "POA" after the signature), and a witness's signature for each owner's signature. All signatures must be handwritten.

## FREE FORM POWER OF ATTORNEY

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For those that do not use the Vehicle Owner's Limited Power of Attorney Form, the RMV will accept any legally executed free form POA, which is any POA that does not use the RMV's template. In addition to the general rules for all POAs documented on pages 89-790, the free form POA must meet all of the following requirements:

- It includes the name and signature of the principal.
  - E-signatures are acceptable except on a POA that includes a witness signature.
  - If the POA includes a witness signature, all signatures on the POA must be handwritten signatures and eSignatures will not be accepted.
- The agent must write "P.O.A." next to their signature on all forms and documents that require a signature.
- Any POA must grant authority over vehicle title and registration transactions.

## COMMON POWER OF ATTORNEY SCENARIOS ON EVR

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A common scenario where POA is required at a dealership would be a sale of a leased vehicle. The dealer signs the RTA and either the Title or the Certificate of Origin as an agent of the leasing company in order to lease the vehicle to the customer. A dealership may also commonly use the Power of Attorney documentation for a Courtesy Delivery (more information on page 92).

Individual EVR Participants must collect and scan Power of Attorney documentation, including identification of the POA agent, for uncommon leasing companies. **This means Power of Attorney paperwork must be included for a leasing company that does not routinely lease deals through a Permit Holder's dealership.** If your dealership



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

routinely works with 1 or 2 leasing companies for the majority of their lease transactions then Power of Attorney paperwork does not have to be included in the paperwork for every lease transaction (POA or Power of Attorney must still be written on the RTA, C/O, Title, etc.). However, the Power of Attorney proof must always be up to date and available upon request to the IEP.

A Power of Attorney may also be used in the case when a person is physically incapable of signing documents. This could be due to medical reasons or military deployment, etc. Power of Attorney documentation cannot be used for customers who fail to sign their paperwork, unless it is court appointed (probate) documentation allowing for such an action to take place.

POA may also be needed as a part of the purchase paperwork or part of the proof of trade documents.

## COURTESY DELIVERY (DEALERS ONLY)

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Courtesy Deliveries happen when vehicles that are sold by out-of-state dealers are delivered to an MA dealer for final delivery to the customer. The out of state dealership delivers the vehicle to the Permit Holder Location where it is registered on the EVR Program and picked up by the customer. The out of state dealership gives Power of Attorney rights to the MA dealership to complete dealer signature on the RTA to register the vehicle. These are usually conducted for lease transactions, but occasionally could be an outright dealer sale.

The original RTA is usually completed by the out of state dealer, which allows them to handwrite the entire RTA. The IEP at the Permit Holder Location should sign the original RTA in the Authorized Dealer Signature field of Section I1 and "Courtesy Delivery" should be written on the front page of the RTA at the top of the application. To finish the transaction, continue to follow the rules and policies of EVR as if it were any other normal transaction.

## MONRONEY LABEL (WINDOW STICKER)

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If you are processing a transaction for a vehicle with a Vehicle Condition of "New", you must scan a copy of the vehicle's federally required Monroney label (a.k.a. window sticker). This is to ensure the correct Manufacturer's Suggested Retail Price (MSRP) is being entered into the transaction. It is your responsibility to make sure the correct MSRP is entered in the EVR transaction.

Review the following job aid for examples with guidance on which is the correct MSRP on the sticker:

<https://www.mass.gov/doc/how-to-identify-msrp-on-a-window-sticker/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## BILL OF SALE

A Bill of Sale is a document created by a purchaser and seller of a vehicle to record the casual sale of a vehicle. There is no standard document that must be used as a Bill of Sale in Massachusetts, but it should typically contain:

- Name, Address, and Signature of both the Buyer and Seller
- Vehicle Year, Make, Model, and VIN
- Date of Purchase
- Purchase Price
- Vehicle Mileage (*if applicable*)

On EVR, a Bill of Sale **MUST** be collected and scanned into your transaction in the follow scenarios:

- During a casual sale if there is no Purchase Price on the Title. This may happen with titles from out of state. In this scenario, the Bill of Sale is used as proof of the purchase price.
- During a lease buyout. If the customer is buying out their lease, this will be processed like a dealer sale. A Bill of Sale must be collected. from the leasing company along with the title. The title must be completed and signed by both parties with the leasing company as the seller.

The image shows a sample Bill of Sale for a lease buyout. The document is titled "TOYOTA" and includes the address "5005 NORTH RIVER BLVD NE CEDAR RAPIDS, IA 52411". It contains the following information:

- Date of Sale:** 02/01/21
- Buyer Information:** Josephine Tavares, 11 Summer St, Saugus, MA 01906. Signature: Josephine Tavares.
- Seller Information:** TOYOTA FINANCIAL SERVICES, 5005 NORTH RIVER BLVD NE, CEDAR RAPIDS, IA 52411.
- Vehicle Information:** ACCOUNT NUMBER: 700000, DESCRIPTION OF VEHICLE: 2018 TOYOTA COROLLA, VEHICLE IDENTIFICATION NUMBER: 2T1BURHEBJC029691.
- Purchase Amount:** \$10,467.00 US Dollars.
- Mileage (should match RTA & Title):** 25,617.
- Leasing Company Info for Dealer Sale fields:** Toyota Leas Trust (FD).

The document also includes a "Dear Tavares, Josephine:" section, a "Sincerely, John Smith" signature, and a "Toyota Financial Services" signature. A large green "SAMPLE" stamp is visible in the bottom right corner.

Sample Bill of Sale for a Lease Buyout



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## PROOF OF TRADE

When a dealer sells a vehicle, the customer will very often trade-in the vehicle they currently own in order to reduce the taxable sales price of the vehicle being purchased. The vehicle being transferred to the dealer in this instance is called a "trade-in." When trade-ins are made toward the purchase of a vehicle at an EVR dealership, the dealership must forward proof to the RMV that the customer owned the traded-in vehicle. If the owner of the trade-in differs from the purchaser of the new vehicle, then the proper Gift Exemption (see page 96) is required, either an MVU-26, MVU-27, or an Affidavit of Surviving Spouse. An MVU-24 cannot be used to obtain a tax credit and cannot be used at a dealership. This proof of trade can take the form of a Title (from any U.S. state), Registration, or a printout of the vehicle inquiry screen. **Proof of trade will be required and must be scanned as part of your transaction when if applicable.**

There are several constraints to the use of trade-ins:

1. When a leased vehicle is "traded-in" to a dealer, **it will not reduce the taxable sale/use tax on the purchase**. Thus, this is not a "trade-in" in the traditional sense.
2. For the purpose of reducing the taxable sales price, only a motor vehicle can be traded-in toward the purchase of a motor vehicle (for purposes of trade-ins, "motor vehicles" include cars, trucks, motorcycles, snow vehicles, or recreation vehicles). These may be traded in interchangeably. For example, a snow vehicle may be traded in on a motorcycle. A motorcycle may be traded in on a passenger car. However, only a trailer may be traded in toward the purchase of another trailer. The trade-in of a boat would not reduce the taxable sales price of either a car or a trailer. And heavy equipment vehicles cannot be traded in toward a passenger vehicle.
3. Whenever a dealership registers a vehicle in its own name, it does not get a trade-in credit.
4. Although two or more vehicles may be traded-in toward the purchase price of one vehicle, one vehicle may not be traded-in toward the purchase price of two or more vehicles. So, if more than one vehicle is being purchased, the value of the traded-in vehicle will offset the purchase price of just one of the vehicles being purchased.
5. When the trade in vehicle is owned by a company, and the owner of the vehicle being purchased is an individual or vice versa, a tax credit is not allowed.

If a vehicle that is being traded in is not eligible for tax credit, the traded vehicle should still be listed on the RTA. Since no tax credit is allowed, the trade-in allowance listed for the vehicle on the RTA must be \$0. The taxable sales/use tax must be accurate, reflecting only trade-in allowance for vehicles that are eligible for tax credit.

### Sample Proof of Trade Documents:



### Vehicle Inquiry (screen print-out)



### Trade-in Vehicle's Registration



### Trade-in Vehicle's Title

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## SALES TAX EXEMPTIONS

Whenever a seller makes a **sale** of taxable goods (vehicle), they must collect sales tax. The certificate of exemption is issued by a purchaser to make **tax-free** purchases that would normally be subject to **sales tax**. A certificate of exemption is required for all sales tax exemptions. The Massachusetts Department of Revenue grants Sales Tax Exemptions for qualified individuals and companies. All Sales Tax Exemptions must be referenced under the "Sales or Use Tax Schedule" section of the Original RTA. The Sales Tax Exemption code that must be recorded on the RTA may not match the exact wording of the option in your Service Provider Software. All Sales Tax Exemption documents are part of your transaction and must be scanned and tagged in your Service Provider software. The following sections describe Sales Tax Exemptions that are allowed on the EVR Program.

## GIFT EXEMPTION (MVU-24)- AGENTS ONLY

A **Gift Exemption** is a transfer of a motor vehicle by a donor to a donee. No money, goods, or services may be exchanged for this type of exemption. A \$25 fee will be added to the Registration fee during a Gift Exemption. **This can only be processed by insurance agents, cannot be processed by dealerships.**

[Form MVU-24](#)<sup>41</sup> must be completed in a specific manner in order for this exemption to be permissible. The four questions listed on the form must be answered in the following manner:

1. *Did either party make or receive payment in any form in connection with the transfer?* **NO.**
2. *Did either party make a promise of payment for the vehicle, or does either party expect payment in the future?* **NO.**
3. *Did either party assume any debt in connection with the transfer?* **NO.**
4. *At the time of the transfer, did the donor intend to make a gift of the vehicle to the donee?* **YES.**

### Exceptions:

- **An individual is not eligible to use the gift exemption to gift a vehicle to a company/corporation or vice versa.**
- A for-profit corporation cannot receive an exemption for a vehicle which is transferred to it as a gift.
- In the case of a gift vehicle being traded-in, the new owner must title the vehicle before they are allowed to trade the vehicle and receive tax credit for that vehicle. **Therefore, Gift Exemptions cannot be used for tax-credit at dealerships.**

Form MVU-24  
Affidavit in Support of a Claim for  
Exemption from Sales or Use Tax for  
a Motor Vehicle Transferred as a Gift

MASSACHUSETTS  
Department of  
Revenue

Motor Vehicle Transferred:

Declaration

Instructions

**SAMPLE**

Section I: Sales and Use Tax  
(back of Original RTA)

14. Claim Exemption Code G  
Form Attached (If Required)

Gift Exemption Code: G

<sup>41</sup> <https://www.mass.gov/doc/form-mvu-24-affidavit-in-support-of-a-claim-for-exemption-from-sales-or-use-tax-for-a-motor/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## FAMILY TRANSFER (MVU-26)

This exemption is allowed when an individual transfers ownership of a vehicle to a member of their family.

[Form MVU-26](#)<sup>42</sup> is required and can be used at both dealerships (for trade-in vehicles) and agencies. When using this form, make sure that the customer has completed the relationship list.

Eligible family\* members are:

- Spouse
- Mother
- Father
- Daughter
- Son
- Brother
- Sister

\*This includes Stepparents, Stepchildren, Half-Siblings, Adopted Parents, Adopted Children, Adopted Siblings. Spouse is inclusive of same-sex marriage partners. This exemption **does not include** Grandparents or Grandchildren.

Money, goods, and services MAY be exchanged for this exemption. If there is a bill of sale or monetary value entered on the title, it is acceptable as long as Form MVU-26 is completed correctly.

Recipients may trade in the vehicle before titling. Form MVU-26 is completed and attached to the title. The owner from the front of the title signs the title over to the dealership. The new owner (donee) does not sign.

Form MVU-26  
Affidavit in Support of a Claim for  
Exemption from Sales or Use Tax for  
a Motor Vehicle Transferred Within a Family

Rev. 6/04  
Massachusetts  
Department of  
Revenue

Please read the instructions below before completing this form and provide the following information.  
All entries must be printed or typed except for signatures.  
This claim for exemption is based on a transfer of a motor vehicle between certain family members.

**Motor Vehicle Transferred**

Title \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_ Vehicle identification number \_\_\_\_\_ Title number \_\_\_\_\_

The above-described vehicle was transferred from \_\_\_\_\_ of \_\_\_\_\_ to \_\_\_\_\_ of \_\_\_\_\_.

City/Town \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Date \_\_\_\_\_

City/Town \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Date \_\_\_\_\_

The above-described vehicle was transferred from (check one): ☐ Spouse ☐ Son ☐ Daughter ☐ Daughter ☐ Father ☐ Sister ☐ Brother

**Declaration**

I declare under the pains and penalties of perjury that I have reviewed this affidavit and the statements I have made in it and declare that they are true.

Signature of prior owner(s) \_\_\_\_\_ Date \_\_\_\_\_

Signature of new owner \_\_\_\_\_ Date \_\_\_\_\_

If the prior and new owner(s) reside at the same address or have the same last name, only the new owner(s) need sign this affidavit.

**Instructions**

The purchaser of a motor vehicle acquired for use, storage or other consumption in the Commonwealth of Massachusetts is required to pay a sales or use tax unless an exemption is specifically provided for in the Massachusetts General Laws or the Code of Massachusetts Regulations.

An exemption from the sales or use tax for the transfer of a motor vehicle within a family under specified conditions is provided for by the Massachusetts regulations and statutes. In order to be exempt from the sales and use tax, you must meet the requirements of the law and complete the affidavit above. You must fill in all blanks and print or type your entries, except at the end of the affidavit where your signatures are required.

Please note that your statements are to be made under the pains and penalties of perjury and that a statement which is made willfully and is false as to a material matter may be punished as a felony under Massachusetts General Laws, Chapter 52C, section 73, or Chapter 268, section 1A. Perjury is a serious crime and punishment can be severe.

If you have any questions about the acceptance or use of this affidavit, please contact: **Massachusetts Department of Revenue, Customer Service Bureau, PO Box 7916, Boston, MA 02254, (617) 867-MDOR.**

Printed by the Commissioner of Revenue and may be reproduced.

**SAMPLE**

### Section I: Sales and Use Tax (back of Original RTA)

14. Claim Exemption Code F  
Form Attached (If Required)

Family Transfer Exemption Code: F

<sup>42</sup> <https://www.mass.gov/doc/form-mvu-26-affidavit-in-support-of-a-claim-for-exemption-from-sales-or-use-tax-for-a-motor/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## INHERITANCE EXEMPTION (MVU-27)

Inheritance Exemptions are described as the transfer of a motor vehicle at death by intestacy (without a will), under a will, or otherwise to an heir, legatee, or other beneficiary. Wills are not accepted by the RMV as they can be contested in a Court of Law.

There are three (3) key items that need to be present in order to use [Form MVU-27](#)<sup>43</sup>:

1. Form MVU-27 completed by all required parties
2. Title signed by the Beneficiary or Administrator
3. Copy of court appointed paperwork (probate papers)

A Copy of the Death Certificate is also often collected, but it is not required.

Form MVU-27 can be used at both dealerships (for trade-in vehicles) and agencies. Inheritance Exemptions should not be confused with Surviving Spouse applications, which cannot be processed on the EVR Program.

**Section I: Sales and Use Tax**  
(back of Original RTA)

<b>14. Claim Exemption Code</b>	<b>I</b>
<b>Form Attached (If Required)</b>	

**Inheritance Exemption Code: I**

**Form MVU-27**  
**Affidavit in Support of a Claim for Exemption**  
**from Sales or Use Tax for a Motor Vehicle**  
**Transferred by Intestacy, Will or Otherwise**

Rev. 4-05  
Massachusetts  
Department of  
Revenue

Please read the instructions below before completing this form and provide the following information:  
All entries must be printed or typed except for signatures.  
This claim for exemption is based on a transfer of a motor vehicle by intestacy, will, or otherwise to an heir, legatee or other beneficiary.

**Motor Vehicle Transferred:**

Year	Make	Model	Vehicle identification number	File number

I declare that the above-described vehicle was transferred by \_\_\_\_\_  
to \_\_\_\_\_  
on \_\_\_\_\_  
for \_\_\_\_\_  
as heir, legatee or beneficiary of such estate and that the transferee is entitled to title to or possession of the vehicle under the laws of intestacy, under the will or otherwise.

**Declaration**  
I declare under the pains and penalties of perjury that I have reviewed this affidavit and the statements I have made in it and declare that they are true.  
Executor or administrator \_\_\_\_\_ Date \_\_\_\_\_  
Beneficiary \_\_\_\_\_ Date \_\_\_\_\_

A copy of the Notice of Appointment from the Probate Court identifying the executor, administrator or other personal representative of the decedent's estate must be attached.  
If the transferee is the surviving spouse, this affidavit does not apply. In such a situation, use the Registry of Motor Vehicles Affidavit of Surviving Spouse.

**Instructions**  
The purchaser of a motor vehicle acquired for use, storage or other consumption in the Commonwealth of Massachusetts is required to pay a sales or use tax unless an exemption is specifically provided for in the Massachusetts General Laws or the Code of Massachusetts Regulations.  
An exemption from the sales or use tax for the transfer of a motor vehicle by intestacy, will or otherwise to an heir, legatee or other beneficiary is provided for by the Massachusetts regulations and statutes. In order to be exempt from the sales or use tax you must meet the requirements of the law and complete the affidavit above. You must fill in all blanks and print your entries, except at the end of the affidavit where the signatures are required.  
Please note that your statements are to be made under the pains and penalties of perjury and that a statement which is made willfully and is false as to a material matter may be punished as a felony under Massachusetts General Laws, Chapter 26C, section 27, or Chapter 26B, section 1A. Perjury is a serious crime and punishment can be severe.  
If you have any questions about the acquisition or use of this affidavit, please contact:  
**Massachusetts Department of Revenue  
Customer Service Bureau  
PO Box 7916  
Boston, MA 02204  
(617) 827-NDOR**

Approved by the Commissioner of Revenue and may be reproduced.

**SAMPLE**

<sup>43</sup> <https://www.mass.gov/doc/form-mvu-27-affidavit-in-support-of-a-claim-for-exemption-from-sales-or-use-tax-for-a-motor/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## PROBATE PAPERWORK

Probate is a general term for a court supervised legal process that may take place after someone dies in order to validate the administration of a deceased person's estate, including individuals without wills. Part of the probate process includes the court granting an executor the authority to gather and eventually transfer assets of the deceased to the inheritors. The RMV does not accept Wills because they can be contested in a court of law. Instead, IEPs need to collect Probate Paperwork when necessary that shows proof that a customer has inherited a vehicle. The paperwork is always required when utilizing Form MVU-27 for an Inheritance Sales Tax Exemption.

## VEHICLES PURCHASED OUTSIDE OF MA (MVU-29)- AGENTS ONLY

This exemption type may be used when the customer has a vehicle that was purchased out of state and later brought in to be registered in Massachusetts. **This exemption type can ONLY be processed by Insurance Agents and the customer must provide their physical title to process the transaction through EVR.** The rules for this exemption differ based on when the motor vehicle or trailer was purchased:

If the vehicle was purchased more than 6 months ago outside of Massachusetts, [Form MVU-29](#)<sup>44</sup> can be used for a tax exemption if **ALL** of the following requirements are met:

1. The vehicle's buyer paid a sales tax to the state or territory they bought it in.
2. This tax was legally due to that state or territory.
3. The vehicle's buyer has not received and has no right to receive a tax refund from the state or territory they bought it in.
4. The state the tax was paid to allows a corresponding exemption for motor vehicle sales tax paid to Massachusetts.

If the vehicle is within 6 months of the purchase date when it was bought outside of Massachusetts, one of the following scenarios will apply when registering the vehicle in Massachusetts:

1. The buyer will not be subject to pay Massachusetts use tax if the state or territory it was bought in has a reciprocal agreement

Form MVU-29  
Affidavit in Support of a Claim for Exemption  
from Sales or Use Tax for a Motor Vehicle  
Purchased Outside of Massachusetts

Massachusetts  
Department of  
Revenue

Motor Vehicle Transferred:

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_ Vehicle Identification Number: \_\_\_\_\_ Tax Number: \_\_\_\_\_

I, \_\_\_\_\_, the transferee/buyer of the above-described vehicle, certify that I purchased the vehicle on \_\_\_\_\_ from \_\_\_\_\_, who is owner of said \_\_\_\_\_.

In the state of \_\_\_\_\_ and did not receive, and am not entitled to receive, a credit or refund of any tax previously paid in the state in which I purchased this motor vehicle.

**Declaration**  
I declare under the pains and penalties of perjury that I have reviewed this affidavit and the statements I have made in it and declare that they are true.

Customer's signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Instructions**  
The purchaser of a motor vehicle acquired for use, storage or other consumption in the Commonwealth of Massachusetts is required to pay a sales or use tax unless an exemption is specifically provided for in the Massachusetts General Laws or the Code of Massachusetts Regulations.

An exemption from the sales or use tax for certain motor vehicles purchased outside of Massachusetts is provided for in the Massachusetts regulations and statutes. In order to be exempted from the sales or use tax, you must meet the requirements of the law and complete this affidavit above. You must fill in all blanks and print or type your entries, except at the end of the affidavit where your signature is required.

Please note that your statements are to be made under the pains and penalties of perjury and that a statement which is made willfully and is false as to a material matter may be punished as a felony under Massachusetts General Laws, Chapter 63C, sections 73, or Chapter 265, section 1A. Perjury is a serious crime and punishment can be severe.

If you have any questions about the acceptance or use of this affidavit, please contact:  
Massachusetts Department of Revenue  
Customer Service Bureau  
PO Box 7010  
Boston, MA 02204  
(617) 887-8808

Approved by the Commissioner of Revenue and may be reproduced.

SAMPLE

### Section I: Sales and Use Tax (back of Original RTA)

14. Claim Exemption Code S  
Form Attached (If Required)

Vehicles Purchased Out of MA  
Exemption Code: S

<sup>44</sup> <https://www.mass.gov/doc/form-mvu-29-affidavit-in-support-of-a-claim-for-exemption-from-sales-or-use-tax-for-a-motor/download>



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

with Massachusetts (allows a corresponding exemption/credit for sales/use taxes paid to Massachusetts), and the rate of tax paid to that state or territory is greater than or equal to the Massachusetts use tax rate.

- **Example:** *Rhode Island is a reciprocal state with a tax rate of 7.00%, which is higher than the 6.25% rate for Massachusetts. This means no additional tax will be charged from Massachusetts if the proof of sales tax paid and MVU-29 are provided.*
2. The buyer must pay part of the Massachusetts use tax if the state or territory it was bought has a reciprocal agreement with Massachusetts and the rate of tax paid to that state or territory is less than the Massachusetts use tax rate. The use tax is calculated by taking the difference between the Massachusetts use tax rate (6.25%) and the other state's tax rate and multiplying that difference by the sales price.
    - **Example:** *North Dakota is a reciprocal state with a tax rate of 5.0%, which is lower than the 6.25% rate for MA. This mean you will need to collect the difference between the two (1.25% tax of the sales price) if the proof of sales tax paid and the MVU-29 are provided.*
  3. The buyer must pay the full Massachusetts use tax if the state or territory it was bought in does not have a reciprocal agreement with Massachusetts.
    - **Example:** *New Hampshire is not a reciprocal state. Therefore, the customer will owe the full 6.25% of the Massachusetts use tax rate of the sales price.*

Acceptable Proof of Sales Tax Paid to other states will vary depending on the state. Typically, the RMV will accept a document that shows the amount of sales tax that was paid to either the IRS or the state's RMV/DMV. This could include but is not limited to a Purchase Contract, a receipt from the registration, or a P&S.

Refer to the [Reciprocity Chart](#)<sup>45</sup> on the [Training & Support](#)<sup>46</sup> section of the EVR Program Documents webpage for the specific tax rate for each state and whether the state is reciprocal with Massachusetts. Additional information about sales & use tax from the Massachusetts Department of Revenue is available online at: [TIR 03-1 Sales/Use: Exemption from Massachusetts Use Tax for Tax Paid Under Laws of Another State](#)<sup>47</sup>

Please note that the MVU-29 exemption is not for customers who originally purchased their vehicle in Massachusetts and lived out of state who then wish to register the vehicle in Massachusetts. The customer would have owed sales tax to the state of Massachusetts at the time of purchase. If the customer paid the sales tax to Massachusetts at the time of purchase of the vehicle, they would qualify for the "Q" exemption for tax previously paid to Massachusetts.

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<sup>45</sup> <https://www.mass.gov/doc/reciprocity-chart/download>

<sup>46</sup> <https://www.mass.gov/lists/evr-program-documents>

<sup>47</sup> <https://www.mass.gov/technical-information-release/tir-03-1-exemption-from-massachusetts-use-tax-for-tax-paid-under-laws-of-another-state>



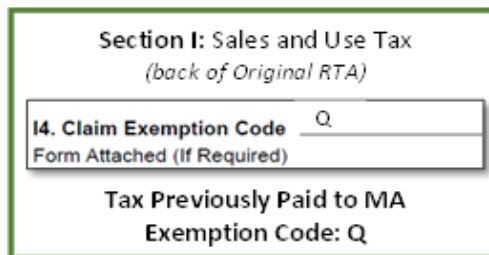
# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## TAX PREVIOUSLY PAID TO MA (Q EXEMPTION)- AGENTS ONLY

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When a customer purchases a vehicle in Massachusetts while living out of state, the customer owes sales tax to Massachusetts. If that customer then applies to register and title the vehicle in Massachusetts, proof of the sales tax payment must be obtained. If the customer has previously paid sales tax in Massachusetts, this would be a “Q” exemption as the taxes do not need to be collected again. If the customer never paid the sales tax to Massachusetts from the original purchase of the vehicle, the customer owes sales tax as well as any applicable penalties and interest.

There is no Department of Revenue MVU form for this exemption type. Documents collected must be scanned with the transaction. Exemption Code “Q” should be entered on the RTA. This exemption type can only be processed by insurance agents.



Section I: Sales and Use Tax  
(back of Original RTA)

I4. Claim Exemption Code Q  
Form Attached (If Required)

Tax Previously Paid to MA  
Exemption Code: Q

You will need to collect and scan one of the following:

- Form [ST-7R](#)<sup>48</sup> (Motor Vehicle Certificate of Payment of Sales or Use Tax) that is stamped paid.
- A Letter of Delivery (see [Appendix L](#), page 160) from the dealer where the vehicle was purchased, if the customer’s vehicle was delivered to them across the state border.
- A VIN Inquiry that proves the vehicle was previously titled in Massachusetts.

If the customer cannot furnish proof of sales tax paid in Massachusetts, then they are subject to sales tax in Massachusetts using the original date of purchase and are subject to tax penalties and interest.

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<sup>48</sup> <https://www.mass.gov/doc/form-st-7r-motor-vehicle-certificate-of-payment-of-sales-or-use-tax/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## AFFIDAVIT OF SURVIVING SPOUSE

When a spouse passes, the surviving spouse can complete the process of transferring the ownership of their spouse's vehicle into their name. If jointly owned, the surviving spouse needs to remove the deceased spouse from the ownership of the vehicle. This must be done prior to the renewal. Medical Affairs will mark a person deceased in ATLAS which will stop the renewal of the vehicle. They must have the title to the vehicle to process the surviving spouse transaction. The RMV does not charge any fees for this transaction. **Surviving Spouse transactions cannot be done through EVR.** However, if a vehicle being traded in involves a surviving spouse you will need to know what documents to collect.

Documents required for a Surviving Spouse transaction are:

1. RTA with Insurance Stamp
2. Title
3. Death Certificate (copies are acceptable)
4. [Affidavit of Surviving Spouse](#)<sup>49</sup> form

*Note:* Depending on your Service Provider, the Surviving Spouse transaction may be available to Insurance Agent locations on EVR. Review the [EVR Surviving Spouse Policy Job Aid](#)<sup>50</sup> for more information on this transaction.

If the Surviving Spouse decides to sell the vehicle, documents required to give the buyer are:

1. Title
2. Affidavit of Surviving Spouse form
3. Death Certificate (copies are acceptable)

**Affidavit of Surviving Spouse**  
Registry of Motor Vehicles  
P.O. Box 50488 • Boston, MA • 02255-0488

1. If you are selling the vehicle, complete this application and give it to the buyer, along with a copy of the death certificate and the assigned Certificate of Title.

2. If you are retaining ownership, go to an authorized Massachusetts insurance agent and have them fill out, stamp, and sign an Registration and Title Application (RTA). After verifying the information, sign the Registration and Title Application (RTA).

**Instructions:**  
Bring the stamped Registration and Title Application (RTA), along with this form, death certificate, and Certificate of Title, to your nearest RMV Service Center.

**A. Owner (Decedent) Information**

Last Name	First Name	Middle Name	Suffix

**B. Vehicle Information**

Registration #	
Title #	
Vehicle Make	Year
VIN #	

**C. Certification and Signature**

I hereby certify that the above-named decedent (copy of death certificate attached) was the registered owner of the above described motor vehicle registered and used as a pleasure vehicle in the Commonwealth.

I further certify that said vehicle has not been disposed of otherwise by will and that, under the provisions of Massachusetts General Laws, Chapter 90D, Section 15A, the interest in said vehicle shall pass to me as surviving spouse.

I swear (affirm), under the penalties of perjury, that the information I have provided is true and correct. I am aware that false statements are punishable by fine, imprisonment, or both under M.G.L. Chapter 90, Section 24B.

Date: \_\_\_\_\_

Signature of Surviving Spouse: \_\_\_\_\_

Printed Name of Surviving Spouse: \_\_\_\_\_

**SAMPLE**

TS-100\_0101

<sup>49</sup> <https://www.mass.gov/doc/affidavit-of-surviving-spouse/download>

<sup>50</sup> <https://www.mass.gov/doc/evr-surviving-spouse-policies-job-aid/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## DISABLED EXEMPTIONS (MVU-33)

Disabled exemptions are for those individuals who fall under two (2) categories:

1. Handicapped individuals who have lost two (2) or more limbs.
2. Handicapped individuals who have lost 80% use of two (2) or more limbs.

[Form MVU-33](#)<sup>51</sup> is required for this exemption and can be processed by both dealers and agents. It is to be signed by the recipient (or their executor) and the recipient's physician. A doctor's note is not sufficient. Also, this exemption can be used for only one (1) vehicle in the recipient's possession at a time. The recipient does not have to be the driver of the vehicle.

**Section I: Sales and Use Tax**  
(back of Original RTA)

**I4. Claim Exemption Code** P  
Form Attached (If Required)

**Disabled Exemption Code: P**

**Form MVU-33**  
**Affidavit in Support of a Claim for Exemption from Sales or Use Tax for a Motor Vehicle Transferred to a Disabled Person**

Part A

Part B

**Declaration**

**Instructions**

**SAMPLE**

## LONG TERM LEASED VEHICLES

Leases are vehicles that are not purchased but are leased for a period of time. There is no sales tax charged in lease transactions. At the end of a Long-term lease, the customer may wish to buy the vehicle, which is called a lease buy out. Short term leases are usually rentals (see page 104). Dealers may have loaner vehicles or even a rental department that they can register as a short-term lease.

**Section I: Sales and Use Tax**  
(back of Original RTA)

**I4. Claim Exemption Code** L  
Form Attached (If Required)

**Long-term Leased Vehicles**  
**Exemption Code: L**

<sup>51</sup> <https://www.mass.gov/doc/form-mvu-33-affidavit-in-support-of-a-claim-for-exemption-from-sales-or-use-tax-for-a-motor/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## DEFINITION LONG TERM LEASE

---

A Long-Term Lease is a contract granting use of a motor vehicle during a specified period (over 30 days) in exchange for a specified fee. The owner of the vehicle is the Lessor (the leasing company). The customer taking custody of the vehicle is the Lessee. All leasing companies doing business in Massachusetts must be registered with DOR, whether they are a company that does long term leases, or a daily rental company.

New leasing companies who are not on the DOR Leasing List may register by submitting a Form MVU-5A to the DOR. **You must call the DOR to confirm a leasing company is registered to do leasing in Massachusetts.**

You will need a power of attorney attached to all leased vehicles (see *Power of Attorney*, page 89). Please ensure that the notary stamp is still valid before you utilize it. POA can be duplicated for dealer usage but not in all circumstances.

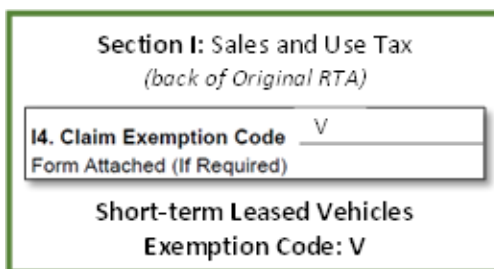
If the customer chooses to buy out their lease, the leasing company is responsible for sending the title, bill of sale, and any other required document to the customer.

## SHORT TERM LEASED VEHICLES (DAILY RENTAL)

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A Daily Rental is a vehicle that a leasing company uses in their fleet to rent on a daily basis. In order to claim an exemption, the company must be registered with DOR as a lease or rental agent. If properly registered with DOR, use the "V" exemption code on the Sales and Use Schedule of the RTA.

**You must call the DOR to confirm a rental company is registered as a rental agent in Massachusetts.**



Section I: Sales and Use Tax  
(back of Original RTA)

14. Claim Exemption Code V  
Form Attached (If Required)

Short-term Leased Vehicles  
Exemption Code: V

## DEFINITION SHORT TERM LEASE (LOANER)

---

A Short-Term Lease is any vehicle the dealership may offer to a customer for thirty (30) days or less. If your dealership is purchasing a vehicle to use as a Service Loaner (Short Term Lease), this may be treated as a Short-Term Lease Exemption. Short Term leases must be registered in the name of the dealership, if being used as a loaner vehicle, and the dealership must be registered with the DOR as a lease or rental agent. If properly registered with the DOR, use the "V" exemption code on the Sales and Use Schedule of the RTA. If you are not registered as a lease or rental agent with DOR, sales tax must be collected at the time of registration

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## TAX EXEMPT ORGANIZATIONS


Tax Exempt Organizations can be classified as non-profit organizations, schools, colleges, churches, etc. They must present a Form ST-2 Certificate of Exemption to prove their tax-exempt status. Form ST-2 is a document that is produced by the Massachusetts Department of Revenue.

When Form ST-2 is presented, verify:

1. ST-2 has not been transferred.
2. ST-2 is not expired.
  - *Note: If the customer presents an older copy (10+ years) of the ST-2, please inform them that they should contact the DOR to update their records. Profiles are updated every 10 years.*
3. Address on the ST-2 is specific to that form and must match addresses on all of the documents for the owner of the vehicle being registered. It must also match the address the company is listed under in ATLAS in order for the tax exemption to be allowed.

*Note: All municipalities are also tax exempt, and Exemption Code "E" should be entered on the RTA, however a proof document (ST-2) is not required for municipalities.*

SAMPLE



**Form ST-2**  
Certificate of Exemption

**MASSACHUSETTS  
DEPARTMENT OF  
REVENUE**

Certification is hereby made that the organization herein named is an exempt purchaser under General Laws, Chapter 68H sections 6(d) and (e). All purchases of tangible personal property by this organization are exempt from taxation under said chapter to the extent that such property is used in the conduct of the business of the purchaser. Any abuse or misuse of the certificate by any tax-exempt organization or any unauthorized use of this certificate by any individual constitutes a serious violation and will lead to revocation. Willful misuse of this Certificate of Exemption is subject to criminal sanctions of up to one year in prison and \$10,000 (\$50,000 for corporations) in fines. (See reverse side.)

Tavares Inc.  
23 Midstate Dr. Suite 206  
Auburn, MA 01501

**EXEMPTION NUMBER E** 12345678

**ISSUE DATE** 01/01/19

**CERTIFICATE EXPIRES ON** 12/31/21

COMMISSIONER OF REVENUE

NOT ASSIGNABLE OR TRANSFERABLE

**Section I: Sales and Use Tax**  
*(back of Original RTA)*

**14. Claim Exemption Code** E

Form Attached (If Required)

Tax Exemption Code: E

## EVEN TRADE

When a customer purchases a vehicle and has a trade in that is at value, or higher than the purchase price, you will use the Even Trade Exemption. Additional documents are not required; however the RTA must reflect the allowance(s) of the trade-in vehicle.

If the trade amount is higher, you'll need to adjust the trade allowance in your Service Providers software to equal the amount of the purchase price. You can never have a negative tax amount in a transaction. In Section I. Sales and Use Tax, you will enter "O", or "Even Trade", as the exemption code on the RTA and in your software.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

Section I: Sales and Use Tax <i>(back of Original RTA)</i>	
<b>I4. Claim Exemption Code</b> <u>0</u> Form Attached (If Required)	<b>I4. Claim Exemption Code</b> <u>EVEN TRADE</u> Form Attached (If Required)
<b>Tax Exemption Code: 0 or EVENTRADE</b>	

I. Sales or Use Tax Schedule	Numbers I1 or I2 must be completed by a licensed dealer. Number I3 must be completed for all casual/private sales. Number I4 is completed for sales tax exemptions by the RMV.
<b>I1. Sale by Licensed Motor Dealer</b> EIN/FID#: 01-01010101010 <b>Authorized Dealer's Signature:</b> <i>Jodie Smith, Agent</i> MSRP: _____ Total Sales Price: <u>25,000.00</u> Less Manufacturers Excise: _____ Trade-In 1 VIN: <u>ZARBA5640L0012723</u> Less Trade-In Allowance: <u>32,000.00</u> Year: <u>2020</u> Make: <u>ALFA ROMEO</u> Model: <u>SPIDER</u> Trade-In 2 VIN: _____ Less Trade-In Allowance: _____ Year: _____ Make: _____ Model: _____ Taxable Sales Price: _____ MA Sales Tax Paid: _____	<b>I2. Sale By Auction</b> Sale Price including Buyer's Premium: _____ <b>I3. Sale By Other Than Motor Vehicle Dealer or Auction House (Casual Sale)</b> Gross Sale Price (Proof Required): _____ MA Sales/Use Tax: _____ Out of State Sales Tax Previously Paid: _____ State that Sales Tax was Paid to: _____ <b>I4. Claim Exemption Code</b> <u>EVEN TRADE</u> Form Attached (If Required)

## DISABLED VETERAN

Per M.G.L. Chapter 90, Section 33(29), disabled veterans do not need to pay a registration fee or sales tax for one passenger vehicle or pick-up truck. However, they do pay the title fee. The vehicle must be owned by the veteran and used for non-commercial purposes.



To allow for the exemption on EVR, the veteran must have a set of Disabled Veteran (DV) plates assigned to them by Medical Affairs. Disabled Veteran plates are issued only to qualified Massachusetts resident veterans who meet the same qualifications as those applying for a disability plate. When using a DV plate, the registration fee will be waived in the transaction. If your customer would like to apply for DV plates, you can provide them with the [Application for Disabled Parking Placard/Plate<sup>52</sup>](#).

If the veteran owns additional vehicles, or purchases multiple vehicles at a dealership, registration fees must be paid for those vehicles. Veterans are only allowed the exemption for one vehicle at a time.

On EVR, you will be allowed to transfer, reassign, renew, and cancel DV plates. DV plates cannot be issued as a new plate through the EVR program. During a Plate Reassignment transaction, if the transaction asks for any plate specific required documents, you can provide a copy of the customer's registration and/or a copy of the physical plate to satisfy the document requirement. On the RTA in Section I. Sales and Use Tax, you will enter "DV" or "Disabled Veteran", as the exemption code.

Section I: Sales and Use Tax <i>(back of Original RTA)</i>
<b>I4. Claim Exemption Code</b> <u>DV</u> Form Attached (If Required)
<b>Disabled Veteran Exemption Code: DV</b>

<sup>52</sup> <https://www.mass.gov/doc/application-for-disabled-parking/download>



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

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## DEALER SPECIFIC DOCUMENTS

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### PURCHASE AND SALES CONTRACT AGREEMENT (P&S)

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The P&S Contract (also referred to as just P&S) is a required document for dealerships on the EVR Program. Not all P&S Contracts are alike. Dealerships are allowed to tailor the P&S to accommodate their needs. Per 940 CRM5 Dealer Law:

- The P&S must state: "MOTOR VEHICLE PURCHASE CONTRACT" and the name and address of the dealer and the purchaser.
- The make, model, year and identification or serial numbers of both the vehicle purchased and any trade-in vehicle. (c)
- A designation of the purchased vehicle as either "new "or "used":
  - "Police car", taxicab", "demonstrator", "former leased car", "former daily rental" or a rebuilt vehicle which was previously declared a total loss by an insurance company, if the dealer knows or, in the exercise of reasonable care, should know of the applicability of any such designation.
- The total contract price, including an itemized list of any charges for vehicle repair or preparation, optional accessories and documentary preparation which are not already included in the purchase price.
- RMV fees (including Registration, Title, & Sales Tax fees), Title Preparation fees, and Inspection Sticker fees must be clearly itemized on the P&S. The title prep fee cannot exceed \$5.00.
- Fees on the P&S (such as total sales price, trade-in allowance etc.) must be identical to the fees on the RTA and the receipt of the transaction summary from the Service Provider.
  - Dealerships are not required to prorate Registration fees on the P&S, but it is recommended. If they do not, rebate checks must be sent to the customer for the difference. A copy of the reimbursement to the customer must be kept in deal.
  - Title fee and Sales Tax should be identical to the Computer-Generated RTA, Receipt, and/or Transaction Summary.

P&S contracts do not have to be computer generated, but if they are not, they must be clearly legible with all applicable fields itemized appropriately. Customer(s) and an authorized dealer's signature are required.

A copy of the P&S will be scanned in all in-state and out of state dealer sale transactions.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## TAXABLE ITEMS ON THE PURCHASE AND SALES

A rule of thumb to use when taxing items that will increase the amount of sales tax on the RTA is "If the vehicle "wears" it, it is taxable". A vehicle does not wear a Service Contract, Gap Insurance, or any other type of warranty. A vehicle does however "wear", roof racks, tires, sealcoats, and remote starts for examples.

Note that leased vehicles are not subject to sales tax when initially registered in Massachusetts, but the customer does pay a monthly use tax for their lease. If a dealership has sold aftermarket items on a vehicle that will be leased, the taxes that are owed for these items will be included in the monthly use tax.

If you have any questions about taxable items, please call the Department of Revenue for clarification.

## PURCHASE & SALES AGREEMENT SAMPLES

SAMPLE 1

**23 MIDSTATE DR.  
AUBURN, MA 01501  
508-555-2323**

**EVR TRAINING DEALERSHIP  
AUBURN, MA**

**MOTOR VEHICLE  
PURCHASE AGREEMENT  
For Customer Use Only**

DATE: **11/19/07** ORDER NO.: **23489** STOCK NO.: **3649912** SALES REP: **MARCUS T.**

ADDRESS: **11 SUMMER ST.**

CITY: **SAUGUS** STATE: **MA** ZIP CODE: **01966** TELEPHONE: **HOME 617-555-1212 BUSINESS**

KEY ☐ BIKER ☒ FORMER USE: ☐ BORG ☐ LEASE ☐ POLICE ☐ TAXI ☐ DAILY RENTAL ☐ OTHER ☒

TR: **2006** MAKE: **HONDA** MODEL: **CRIDE** BODY: **PU** COLOR: **BLUE** INTERIOR: **GRY** TOP: **N/A** DOORER: **46433** MTP DELIVERY DATE: **11/19/07**

VIN: **2HJYK165X6H524021** PRICE OF UNIT: **\$ 26,995 00**

REGISTRATION FEE: **25 00**

TITLE FEE: **50 00**

MASS. SALES TAX: **1349 75**

(PAY TO THE COMMONWEALTH OF MASSACHUSETTS)

In the event I fail to take delivery of the vehicle purchase by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of \$ **1,000** may, at your option, be retained by you to compensate you in whole or in part for any losses sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or truck I agree to purchase. If the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me.

**PURCHASER'S INITIALS**

Sales tax amount is included in right hand column only when dealership check is issued in payment of Mass. Sales Tax.

**JOSEPHINE THAIARES**  
Purchaser's Signature

**WITCH MICHAEL**  
Co-Purchaser's Signature  
Authorized Dealer Signature

1. Total Price	\$ 26,995 00
2. Credit/Over Allow.	
3. Trade-In Allow.	
4. Trade Difference	
5. Mass. Sales Tax	\$ 1349 75
6. Title Preparation	\$ 5 00
7. Registration/Title	\$ 75 00
8. Document Prep.	\$ 199 00
9. Other INSPECTION	\$ 29 00
10. Total Contract Price	\$ 28652 75
11. Balance Due on Trade-In	
12. Deposit	
13. Rebate	
14. Amount to be Financed	
15. Cash on Delivery	
16. Total Payment	\$ 28652 75

**Note:** P&S Contracts usually have a section in the middle for RMV fees (registration, title). RMV fees must be clear and itemized, and consistent throughout all the transaction paperwork.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

**SAMPLE 2**

DATE 07/18/2020	DEAL NO.	STOCK NO.	SALES PERSON John Smith	EMAIL sampleconstruction@email.com
PURCHASER NAME(S) SAMPLE CONSTRUCTION INC		STREET ADDRESS 1 Main Street		
CITY/STATE/ZIP Medford MA 02155		HOME PHONE		
ENTER MY ORDER FOR 1 QUANTITY		BUSINESS PHONE		
Year 2019	Make RAM	Model Name ProMaster 1500	Body Style/Type Cargo Van	Model No.
Vehicle Identification No. 1234567890ABCDEF		Color 1st 2nd 3rd	Interior 1st 2nd 3rd	Top
WARRANTY INFORMATION		Transmission Standard Automatic		
This vehicle carries an express warranty. Purchaser may obtain a copy of such warranty from the dealer upon request at time of order and will receive the warranty at time of delivery.		Police Car <input type="checkbox"/> Former Daily Rental <input type="checkbox"/> Former Leased Car <input type="checkbox"/> Taxicab <input type="checkbox"/> Rebuilt Insurance Total <input type="checkbox"/>		
Date of Birth 07-07-1959		Employer ID No.		
Email Address sampleconstruction@email.com		Price of Unit 35750		
Additional Equipment/Items		43CKAA ON THE ROAD \$3000		
REGISTRATION FEE/TITLE FEE SALES TAX		39CKE PR		
Application for Title <input type="checkbox"/> Application for REG. <input checked="" type="checkbox"/> New <input type="checkbox"/> Transfer		NECK1X		
Registration Fee \$ 180		Dealer		
Title Fee \$ 75				
Mass Sales Tax \$				
* Sales Tax amount is included in right hand column only when dealership check is issued in payment of Mass Sales Tax.				
Purchaser's Initials		1. Total Price		
ALL REBATES AND SALES INCENTIVES OFFERED BY THE MANUFACTURER OR DISTRIBUTOR ARE HEREBY ASSIGNED TO THE DEALER.		2. Discount \$		
Purchaser's Initials		3. Trade-In Allowance \$ 1250		
This contract is not binding upon either dealer or purchaser until the following conditions are met:		4. Refund(s) \$ 6750		
(1) The contract is signed by dealer or his/her authorized representative		5. Trade Difference (Line 1 minus lines 2,3 & 4)		
(2) Other:		6. Mass Sales Tax (% of line 5) 255		
(3) Other:		7. Title Application and Registration 525.00		
PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL SHE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER.		8. Documentary Preparation 525.00		
the front and back of this order comprise the entire agreement between the dealer and purchaser and no other agreement or understanding has been made or entered into.		9. Admin Fee - State Inspection 335.00		
Purchaser's Signature		10. TOTAL CASH/TRADE-IN (Total of lines 5,6,7,8 & 9)		
Co-Purchaser's Signature		11. Balance Due on Trade-In		
Authorized Dealer Representative		12. Subtotal (Total of lines 10 & 11)		
		13. Deposit 1000.00		
		14. Amount to be financed 7000.00		
		15. Cash Due on Delivery 7000.00		
		16. TOTAL PAYMENT (Total of lines 13,14 & 15)		

Registration No.	
Registration Fee	\$ 180
Title Fee	\$ 75
Mass Sales Tax	\$

1. Total Price	
2. Discount	\$
3. Trade-In Allowance	\$ 1250
4. Refund(s)	\$ 6750
5. Trade Difference (Line 1 minus lines 2,3 & 4)	
6. Mass Sales Tax (% of line 5)	255
7. Title Application and Registration	525.00
8. Documentary Preparation	525.00
9. Admin Fee - State Inspection	335.00
10. TOTAL CASH/TRADE-IN (Total of lines 5,6,7,8 & 9)	
11. Balance Due on Trade-In	
12. Subtotal (Total of lines 10 & 11)	
13. Deposit	1000.00
14. Amount to be financed	7000.00
15. Cash Due on Delivery	7000.00
16. TOTAL PAYMENT (Total of lines 13,14 & 15)	

6. Mass Sales Tax (% of line 5)	255
7. Title Application and Registration	525.00
8. Documentary Preparation	525.00

**Note:** P&S Contracts usually have a section in the middle for RMV fees (registration, title). RMV fees must be clear and itemized, and consistent throughout all the transaction paperwork.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## INSURANCE AGENT SPECIFIC DOCUMENTS

### BOOK VALUE ON A CASUAL SALE

For all casual (non-dealer) sales, you will need to provide proof of the book value of a vehicle to the RMV.

Per the Department of Revenue (DOR), customers will pay sales tax on the amount taxed on casual (non-dealer) sales, which is based on the higher of:

- The actual amount paid for the vehicle, or
- The clean trade-in value of the vehicle adjusted by either the high mileage adjustment (decreases value) or the low mileage adjustment (increases value)

The RMV suggests using the Insurance Policy Management (IPM) eServices portal or the JD Power (previously referred to as NADA) website to obtain proper proof of book value. If you have access to the eServices portal, you can use the NADA Vehicle Inquiry tab to find the value of the vehicle.

If you don't have access to the eServices portal or the vehicle is not found there, you will also need to check the [JD Power](https://www.jdpower.com)<sup>53</sup> website. Navigate to the website and enter all applicable fields for the vehicle to find the value. If you are unable to locate a book value on the JD Power website, you are allowed to charge sales tax based on the purchase price of the vehicle.

To find the value on JD Power, go to the site and select the Pricing and Value menu. Then select the type of vehicle you are searching for. Choose the appropriate, Make, Year & Model, and Trim from the options. Enter the Buyer's zip code. Then, if required, select Used as the condition of the vehicle and enter the mileage on the back of the Title. For older vehicles, you may not be asked to select the condition, only enter the mileage.

From the JD Power website, **you will use the clean condition value**. This is generally used for vehicles less than 20 years old. If there is no clean condition value listed for the vehicle, you should use the low retail value. Low retail value is typically needed for vehicles more than 20 years old.

Trade In to Dealer	
Prices shown are what people received from a dealer for their trade-in vehicle by condition. <a href="#">See definitions.</a>	
Base Price Mileage and Options	\$18,725 \$0
<b>Rough Condition</b> ⓘ	<b>\$18,725</b>
Base Price Mileage and Options	\$20,850 \$0
<b>Average Condition</b> ⓘ	<b>\$20,850</b>
Base Price Mileage and Options	\$22,625 \$0
<b>Clean Condition</b> ⓘ	<b>\$22,625</b>

Pricing & Values	
Prices shown are the prices you can expect to pay for a 2004 Chevrolet Corvette 2 Door Coupe across different levels of condition. <a href="#">Edit options.</a>	
Base Price Options	\$43,735 \$0
<b>Original MSRP</b> ⓘ	<b>\$43,735</b>
Base Price Options	\$8,200 \$0
<b>Low Retail</b> ⓘ	<b>\$8,200</b>
Base Price Options	\$13,250 \$0
<b>Average Retail</b> ⓘ	<b>\$13,250</b>

<sup>53</sup> <https://www.jdpower.com/cars>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## FORM 2290 - HEAVY VEHICLE USE TAX (HVUT)

Form 2290 - Schedule of Heavy Highway Vehicles is used to prove that the owner of a commercial vehicle with a taxable gross weight of 55,000 pounds or more, has paid the annual Heavy Vehicle Use Tax (HVUT) fee that is required to help finance the upkeep of the roads that vehicles of this caliber put under high stress.

IRS Form 2290 (Schedule 1) Schedule of Heavy Highway Vehicle is required for every registration renewal of a commercial vehicle with a taxable gross weight of 55,000 pounds or more.

Form 2290 MUST:

- Be scanned as part of the Renewal transaction.
- Contain the VIN number of the vehicle being renewed.
- Include an IRS stamp or watermark when presented.
  - The watermark displays the IRS processing date for the tax payment and the phrase. "proof of payment".
  - The stamp will have the date paid with the IRS.

## E-SIGNATURES & ELECTRONIC SIGNATURES

The RMV has a [Signature Policy](#)<sup>54</sup> that specifies what is acceptable in the form of E-Signatures (electronic signatures) for use on RMV and Department of Revenue (DOR) documents associated with the processing of Registration and Title transactions.

- For records submitted to the RMV, EVR participants may use electronic signatures in lieu of traditional signatures provided the requirements of this policy are met.
- Electronic signatures may not be used for any purpose other than the purpose indicated by the signer on the document, and
- Shall be linked to their respective electronic records to ensure that the signatures cannot be excised, copied, or otherwise transferred, and

<sup>54</sup> <https://www.mass.gov/doc/rmv-signature-policy/download>



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

- 'Must match the signer's printed name on the form or application on which the signature is affixed.

The RMV does not certify or approve an electronic signature process or vendor. An entity offering an electronic signature process under this policy assumes all responsibility for the accuracy and authenticity of that signature.

A secure document with an electronic signature may only be submitted to the RMV through the EVR process. A non-secure document with an electronic signature may be submitted to the RMV through EVR or in person at a Service Center if the electronic signature is printed on the document.

The *Electronic Certificate of Origin* form can only be used for EVR transactions. If you have this form filled out for the transaction and it will need to be processed at an RMV Service Center for any reason, the customer will need to sign the actual Certificate of Origin. Refer to the [Instructions for the Electric Certificate of Origin for a Vehicle](#)<sup>55</sup> document for additional information.

E-stamps are currently approved for use on the following forms:

Form Name/#	Description	eSignature Allowed?	EVR	Casual Sale	Dealer Sale
<b>DOR Forms</b>					
MVU-21	Affidavit in Support of a Claim for Exemption from Sales or Use Tax for a Motor Vehicle Transferred by Contest, Drawing or Raffle	Yes	Yes	Yes	Yes
MVU-22	Affidavit in Support of a Claim for Exemption from Sales or Use Tax for Transfer of a Fire Engine or Ambulance	Yes	Yes	Yes	Yes
MVU-23	Affidavit in Support of a Claim for Exemption from Sales or Use Tax for a Motor Vehicle, Trailer or Other Vehicle Transferred to an Insurer	Yes	Yes	Yes	N/A
MVU-24	Affidavit in Support of a Claim for Exemption from Sales or Use Tax for a Motor Vehicle Transferred as a Gift	Yes	Yes	Yes	N/A
MVU-26	Affidavit in Support of a Claim for Exemption from Sales or Use Tax for a Motor Vehicle Transferred Within a Family	Yes	Yes	Yes	N/A
MVU-27	Affidavit in Support of a Claim for Exemption from Sales or Use Tax for a Motor Vehicle Transferred by Intestacy Will or Otherwise	Yes	Yes	Yes	N/A
MVU-29	Affidavit in Support of a Claim for Exemption from Sales or Use Tax for a Motor Vehicle Purchased Outside of Massachusetts	Yes	Yes	Yes	Yes

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<sup>55</sup> <https://www.mass.gov/doc/mco-certification-form/download>



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

Form Name/#	Description	eSignature Allowed?	EVR	Casual Sale	Dealer Sale
MVU-33	Affidavit in Support of a Claim for Exemption from Sales or Use Tax for a Motor Vehicle Transferred to a Disabled Person	Yes	Yes	Yes	Yes
<b>Registration Forms</b>					
REG100	Affidavit for Cancellation of Registration	Yes	Yes	N/A	N/A
TTLREG100	Registration and Title Application (RTA) Form	Yes	Yes	Yes	Yes
EVR104	Request for Reauthorization	Yes	Yes	N/A	N/A
EVR103	Request for a Plate Re-Assignment	Yes	Yes	N/A	N/A
<b>Title Forms</b>					
TTL103	Affidavit of Surviving Spouse	Yes	Yes	Yes	N/A
TTL101	Application for Withdrawal of Title for New Vehicle	Yes	Yes	N/A	Yes
TTL109	Application for Inspection of a Salvaged Motor Vehicle	Yes	Yes	Yes	N/A

## INITIATE THE TRANSACTIONS ON YOUR SERVICE PROVIDER SOFTWARE

After all the documents have been received, reviewed, completed correctly, the Individual EVR Participant can now start to process the transaction through the Service Provider software by either keying in the data from the application and other documentation, or importing the deal from your F&I or dealership software.

## VERIFY THE TRANSACTION YOU ARE PROCESSING

- **New Plates:** If the owner is requesting a plate type that they do not currently own for their new vehicle, then a New Plate transaction should be completed. Also, if ownership of the customer's current vehicle is changing for their new vehicle, then a new plate transaction should be completed. For example, if there was one owner on the customer's previous vehicle and the new vehicle will have two owners, a new plate must be provided because the previous plate only belonged to one of the two owners.
- **Plate Transfer:** If the ownership of the previous vehicle is not changing for the new vehicle and the owner would like to keep their plates, the Plate Transfer transaction should be completed. The plate number must be included on the RTA.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

- Plate Reactivate: If the plate that the customer wishes to transfer has a cancelled status (and has been cancelled for a year or less), the Plate Reactivate functionality should be selected within the Plate Transfer transaction.
- Plate Reassignment: This transaction can only be done if a lease is involved. Either the customer wants their plate on the newly leased vehicle OR:
  - The customer is coming out of a lease. The leasing company must issue a letter to the customer releasing the plate back to the owner. This could be a lease buy out, or on a newly acquired vehicle.
  - The plate number should be in the RTA.
- Registration Renewal: If the customer's current vehicle registration has expired or will expire within the next 3 months, you can complete the Registration Renewal transaction to renew the registration term. The customer can apply using the RTA or the RMV-2.
- Plate Cancel: If the customer is no longer using their plates and would like to end their registration, the Plate Cancel transaction would be completed. This often needs to be done in order to provide proof of the plate cancellation to the customer's insurance company in order to stop insurance.

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## PERFORM AN INQUIRY

Inquiry is a general term used on EVR for pulling back vital information from ATLAS, that is needed to determine the eligibility for the EVR transaction. **Inquiries MUST only be used for EVR registration purposes.** Refer to your Service Provider User Manuals for more specific information on how the Inquiry transaction will work and what information will display for your Service Provider software.

There are times and transactions where inquiries will need to be run as part of your first steps, in order to verify or draft information on the RTA, verify owner information, or verify information on your collected documents.

The Inquiry is required, to review the current status of the plate, the owner information, relevant date information for the plate, and any other data that you need to verify to process the transaction.

Inquiries can be obtained through your Service Provider software in 3 different ways. IEPs can search by:

- Title Number
- VIN Number
- Plate Type and Registration Number

A Plate Inquiry must ALWAYS be run prior to processing the following base EVR transactions:

- Plate Transfer (to confirm the status of the plate, that the ownership of the plate will not change, etc.)
- Plate Reactivate (to confirm the status of the plate, the cancel date of the plate, the expiration date, that the ownership of the plate will not change, etc.)
- Plate Reassignment (to confirm the owner and lessee information on the plate, etc.)

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

- Plate Cancel (to confirm the owner of the plate matches the Affidavit for Cancellation of Registration, etc.)
- Registration Renewal (to confirm status of the plate, the expiration date, etc.)

A Plate Inquiry should also be run on any vehicle trade-ins. The results of the Inquiry can be used as a Proof of Trade document for customers who cannot provide a copy of the previous registration for the trade-in.

A Plate Inquiry must always be printed and scanned as part of a Plate Transfer or Plate Reactivate transaction. It must also be printed and scanned when used as a Proof of Trade document. Plate Cancellations do not require documents to be scanned, but the Inquiry should be printed to include as part of document storage for the transaction.

If there are additional transactions that are offered by your Service Provider, be sure to review the specific addendum document for that transaction in order to confirm if an Inquiry is required to be run and scanned for said transaction.

*Note: When processing an Inquiry, be sure to examine the "Conditions" and "Messages" sections located at the bottom of the Inquiry. In these sections there may be conditions that could restrict an Individual EVR Participant from processing a transaction (i.e., Registration Expired, Registration Revoked, Duplicate Registration on file, etc.).*

Plate Inquiry for EVR TRAINING DEALERSHIP	
Control Number: 1234567 Date: 03/27/08 Request Number: 9751GH	Time: 1:46 PM Requested By: MM
<hr/>	
Title Number: AB123456	Title Date: 11/22/07
Plate Number: 9751GH Plate Type/Color: PAN/R	Effective Date: 01/01/08 Expiration Date: 01/01/10
VIN: 2HJKY165X6H524021 Make/Model/Body: HON/RIDGE/PU Gross Weight: 000000 Odometer: 0046433	Model Year: 06 Colors: BLU Fuel: G Doors: 4
Value: 0.00	
Josephine Tavares/S92462824	02/22/1969
11 Summer St	
Saugus, MA 01906-1843	085
Liens: American Honda Finance PO Box 997515 Sacramento, CA 95889-8473	
Insurance: 279	COMMERCE INSURANCE
Conditions: Title Active Registration Active Automobile	
Messages:	

Always review the "Conditions" and "Messages" sections located at the bottom of the Inquiry.

**SAMPLE**

Plate Inquiry

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## SCAN & TAG DOCUMENTATION

You will need to scan all your documents as instructed by your Service Provider. You will then need to tag the scanned documents as part of the transaction. Refer to the specific **EVR Scanning & Tagging Guidelines** for your Service Provider, for detailed instructions on what should be scanned for each transaction, and how each should be tagged in your Service Provider software. There is a high-level overview of the documents that may be required for each transaction in the sections that follow for quick reference, but please refer to your more specific EVR Paperwork and Separation guides when processing transactions.

It is recommended that Individual EVR Participants use a desk-side scanner to scan during the transaction. This will be the most efficient way to facilitate this process. Your Service Providers software allows for you to pull scanned images into the transaction and electronically submit them to the RMV so that these images get saved to the vehicle record in the RMV's ATLAS system. Documents must be scanned as part of the transaction. They cannot be retained and scanned at a later time.

The scanners and scanned images must meet the following minimum standards to be accepted by the RMV:

1. The images must be in color
2. The images must have a resolution of at least 300 DPI (dots per inch)
3. The scanner must allow for scanning of two-sided documents
4. The images must be saved in the PDF Format

The documents that you scan, will be called your scan portfolio, and will differ based on the transaction you are completing and your Service Provider software. Available tags will differ. If there is a tag available for a particular document, you may use it. There are certain documents that are required for select transactions and will need to be tagged in your Service Provider software. Any other supporting documents that you have been provided for the transaction should be scanned as well but will be untagged (tagged as Other) if they are not systematically required for the transaction. Note that your Service Provider software may not always prompt you to scan certain documents, but **this does not mean a document is not required to process the transaction according to RMV policy**. It is up to you to determine what supporting documents are required for the transaction based on the customer scenario and scan the documentation. The EVR Compliance Officers will be auditing your paperwork to make sure you have scanned all documents required to process the transaction.

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## NEW PLATE AND PLATE TRANSFER SCAN PORTFOLIO

The scan portfolio for new registration transactions like the New Plate or Plate Transfer transactions will include similar documents. Depending on your Service Provider software, there will be certain items that must be tagged (labelled as the specific document type) and others that may remain untagged (labelled as Other). Refer to your Service Provider Scanning, Tagging, and Document Retention Guidelines for detailed instructions for your software. It does not matter in which order you scan your documents, but we recommend the flow described in your Service Provider Scanning Guidelines document for consistency and audit purposes. Whatever routine you decide to follow when scanning should be how you make a copy of the documents for retention.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

The following documents will be required to scan for **every new plate or plate transfer transaction**:

- Original Registration and Title Application with the signature(s) of the registrant and insurance stamp.
  - **Note:** *Dealers may include two versions of the RTA in their document portfolio. The 'partially completed' RTA that is faxed to the insurance company to be stamped, as well as the fully complete faxed RTA with the insurance stamp.*
- Proof of Ownership Document (such as the Certificate of Origin or Title) and any of its applicable supporting documents:
  - DRT-1 Form
  - Affidavit for Correction
  - Lien release for previous loan
  - Repossession paperwork
  - Other (Power of attorney, Surviving spouse, Probate papers & death certificate)

The following additional supporting documents will be required **when applicable** to the transaction. Many of these documents are likely to remain untagged depending on your Service Provider software:

- Bill of Sale
- NADA Book Value (**for agents only**)
- Photocopy of Form 2290 Heavy Vehicle Use Tax
- Photocopy of MA Driver's License or ID card
- Photocopy of Out of State Driver's License
- Photocopy of Purchase and Sales Agreement (**for dealers only**)
- Plate Inquiry (for qualifying transactions like Plate Transfer/Plate Reactivate)
- Power of Attorney documentation
- Proof of Trade (such as copy of old Certificate of Registration, Title, or Vehicle Inquiry)
- Reactivation Certification for EVR
- Request for License Plate Reassignment form
- Sales Tax Exemption form (if there is an applicable sales tax exemption for the transaction)
- Secretary of the Commonwealth verification

***Before you finalize your transaction always review the information that you have entered.*** Once you finalize your transaction, the software will print the registration and a receipt. **A copy of the receipt must be attached to the transaction to store with the documents that were scanned into the transaction.**

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

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## PLATE REASSIGNMENT SCAN PORTFOLIO

The following documents will be required to scan for **every Plate Reassignment transaction**:

- Original Registration and Title Application with the signature(s) of the registrant and insurance stamp.
  - **Note:** *Dealers may include two versions of the RTA in their document portfolio. The 'partially completed' RTA that is faxed to the insurance company to be stamped, as well as the fully complete faxed RTA with the insurance stamp.*
- Request for License Plate Reassignment form (see page 61)
  - **Note:** *Once scanned, this form can be attached to the RTA for before storing.*
- Proof of Ownership Document (such as the Certificate of Origin or Title) and any of its applicable supporting documents:
  - DRT-1 Form
  - Letter of Correction
  - Lien release for previous loan
  - Repossession paperwork
  - Other (Power of attorney, Surviving spouse, Probate papers & death certificate)

The following additional supporting documents will be required when applicable to the transaction. Many of these documents are likely to remain untagged, depending on your Service Providers software:

- Photocopy of Purchase and Sales Agreement (if applicable to the transaction)
  - **Note:** *This document is only required for dealers*
- Photocopy of MA Driver's License or ID card
- Photocopy of Out of State Driver's License
- Power of Attorney documentation
- Proof of Trade (such as copy of old Certificate of Registration, Title, or Vehicle Inquiry)
- Plate Inquiry (for transfer of plate)
- Secretary of the Commonwealth verification

**Before you finalize your transaction always review the information that you have entered.** Once you finalize your transaction, the software will print the registration and a receipt. **A copy of the receipt must be attached to the transaction to store with the documents that were scanned into the transaction.**

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## REGISTRATION RENEWAL SCAN PORTFOLIO

Not all Registration Renewal transactions require scanned documents. A Registration Renewal Scan Portfolio will only be required if an insurance stamp is required, if registration information is being amended during the renewal, and/or if the vehicle requires a 2290 (page 111).



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

When scanned documents are required for a Registration Renewal, the following documents must be tagged:

- Either the Original Registration Renewal Application (also called the RMV-2) or the RTA with signatures and the insurance stamp.
  - **Note:** For dealers the faxed insurance stamped RTA or RMV-2 is also required.

When scanned documents are required for a Registration Renewal transaction, the following documents may be scanned into the transaction, but remain untagged depending on your Service Provider software:

- Original Plate Inquiry
- 2290 - Heavy Vehicle Use Tax for a commercial vehicle with a Registered Weight of 55,000 lbs. or more.

Once the transaction has been processed, always attach a copy of the receipt to the transaction to store with the other paperwork.

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## PLATE CANCELLATION SCAN PORTFOLIO

Plate cancellations do not require documents to be scanned in a document portfolio at this time. The following documents do not need to be scanned, but must be kept on-site for two (2) years:

- The Affidavit for Cancellation of Registration
- A copy of the Inquiry that must be performed prior to processing the transaction
- A copy of the Plate Return Receipt (Only 1 of these will print. You must make a copy of the receipt so that one can be provided to the customer, and the second copy is kept onsite.)

None of these forms are sent to the RMV. As mentioned, this cancellation documentation should be kept on-site for two (2) years, then can be destroyed through your document destruction process.

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## SCANNING ERRORS

The purpose of having you scan within the transaction is to ensure you register the vehicle with the **correct and complete** paperwork. Please be careful and be sure to double check that all paperwork for a transaction is correct and complete before you submit the scans. If you find you have made an error after submitting the scan portfolio and completing the transaction, there is currently no way for an IEP to correct the error by adding or removing the correct documents through the Service Provider software after the transaction is finalized. If an error arises, you will need to email the EVR Department at [MassDOTEVRDept@dot.state.ma.us](mailto:MassDOTEVRDept@dot.state.ma.us) immediately with all of the transaction documents bundled into one file, including the missing document from your original scans. The error will be noted. Any users who have numerous errors must be retrained.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## COMPLETE TRANSACTION (ISSUE RMV DOCUMENTS)

For the transactions that require scanning, once the document portfolios are fully scanned, the transaction can be sent through your Service Provider software to the RMV for acceptance. This will complete the transaction and allow you to print the documents that are generated through the transaction for your customer. The following sections review the documents that will be generated after a successful transaction and are either issued immediately or mailed to the customer.

Refer to the *Inventory* section (page 25) for information on plate types and decals that may be issued to customers along with their RMV document.

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## TEMPORARY PLATES

If the customer has applied for a new plate that is not available in on-hand inventory through the EVR New Registration and Title transaction, the completion of the transaction will generate a paper temporary plate and a temporary registration (page 122) that the customer can use to drive their vehicle until the physical tin plate is received in the mail. The number on the Temporary Plate and Registration will not be the same plate number as the physical tin plate the customer will receive in the mail.

Abuse or unauthorized use of Temporary plates may result in loss of your EVR access. If it is discovered that you are issuing temporary plates for fraudulent reasons, this information may be passed along to law enforcement for investigation.

### Key Facts about Temporary Plates:

- Both the temporary plate and the temporary registration are printed on normal 8.5 x 11-inch paper.
- Temporary plate numbers have a TP prefix, are registered in the RMV's system (ATLAS), and can be inquired upon by law enforcement, inspection stations, and insurers.
  - This means the customer can take a vehicle with a temporary plate and temporary registration to be inspected before they receive the physical plates, decal, and Certificate of Registration by mail.
- Temporary plates are valid for 20 days.
  - If for some reason the customer does not receive their physical tin plates in that timeframe, after the 17th day the customer can extend their temporary plate at no charge for an additional 20 days online through [myRMV](https://mass.gov/myrmv)<sup>56</sup>, through the RMV's Contact Center, or through an RMV Service Center. This will create an updated temporary plate document and registration with new expiration dates for the customer to print and use on their vehicle. The customer is not allowed to drive with a temporary plate that is expired!

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<sup>56</sup> <https://mass.gov/myrmv>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

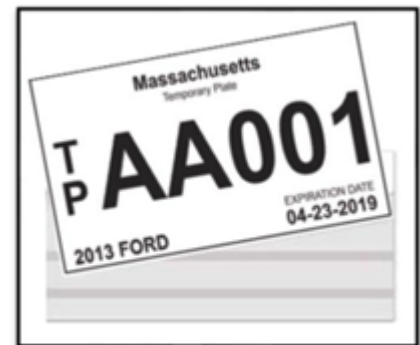
- The temporary plate must be mounted on the rear of the customer's vehicle in the rear plate holder with the plate number visible. The temporary plate CANNOT be affixed to the car's window.
- The IEP will print out and provide the customer with the temporary plate and temporary registration that are automatically generated at the completion of the transaction. The customer also has the ability to log on to their myRMV profile at any time during the 20 days the documents are valid for in order to reprint the temporary plate and/or temporary registration if something happens to the ones provided at the EVR location. There is no charge to reprint the documents or limit to how many times the documents can be printed during this time period.



## TEMPORARY PLATE SLEEVES

In order to attach the Temporary Plate to a vehicle, you will need to provide the customer with a Temporary Plate Sleeve alongside the Temporary Plate and Registration. These are small plastic sleeves that the Temporary Plate can be folded and tucked into according to the **Temporary License Plate Instructions** on the bottom half of the document. There are 2 holes at the top of the sleeves that allow for the plate to be mounted to the rear of the customer's vehicle with plate screws. Or they also have 2 strips of tape on the back which can stick to the license plate mount. Customers can use either method to ensure that the plate is secured to the vehicle.

Depending on your Service Provider, Temporary Plate Sleeves may be tracked in your software, but the RMV does not require systematic tracking of the plate sleeves inventory. You will need to keep track of the stock you use and reorder more inventory as needed. Refer to the *Inventory* section (page 25) for more information.



Temporary Plate Sleeves protect the paper Temporary Plate

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## TEMPORARY REGISTRATION

During a New Registration and Title transaction along with every Temporary Plate, a matching Temporary Registration will be issued to the customer with the same plate information and expiration date. The customer must carry the Temporary Registration with them in the vehicle as they would any other registration that is issued to them. It is the legal registration the customer must use until their permanent registration, physical tin plate, and decal are received in the mail.

If the customer does not receive their permanent registration in the 20-day timeframe that the Temporary Plate and Registration are valid for, then the customer can extend both the Temporary Plate and Registration for an additional twenty (20) days online through [myRMV](https://mass.gov/myrmv)<sup>57</sup>, through the RMV Contact Center, or the RMV Service Center. The Temporary Registration cannot be renewed through an EVR transaction. The instructions to renew the registration is included on the Temporary Plate document under the perforated line.

### Tempory Certificate of Registration

EXTERNAL CODE		REGISTRATION TYPE		PLATE NUMBER	EFFECTIVE DATE	TITLE NUMBER	EXPIRES ON
PAS		Temporary Plate		TPAA001	28-Apr-2021		18-May-2021
MODEL YEAR	NAME	MODEL	MODEL NUMBER	BODY STYLE	COLOR	VEHICLE IDENTIFICATION NUMBER	
2013	ASTO	VANTAGE		SEDAN	BLACK	SCFEKBAL000013911	
RESIDENTIAL ADDRESS OF DIFFERENT THAN MAILING						TOTAL REGISTERED WEIGHT FOR A COMMERCIAL VEHICLE OR TRAILER	
GARAGE ADDRESS						VEHICLE IDENTIFICATION NUMBER FOR COMMERCIAL VEHICLE	
11 SUMMER ST, SAUGUS MA 01906						INSURANCE COMPANY	
PURCHASER OF VEHICLE AND MAILING ADDRESS						GOVERNMENT EMPLOYEES INSURANCE COMPANY	
VCFS AUTO LEASING COMPANY						MAXIMUM SEATING CAPACITY FOR VEHICLES FOR HIRE	
BX 91300							
MOBILE AL 36691							
CUSTOMER SIGNATURE OF JOSEPHINE TAVARES						Registrar of Motor Vehicles	
SPECIAL MESSAGE						CHANGE OF ADDRESS	
Use of temporary plate is authorized until license plate is received.						<input type="checkbox"/> RESIDENTIAL <input type="checkbox"/> MAILING <input type="checkbox"/> GARAGE	

SAMPLE

## CERTIFICATE OF REGISTRATION

The Certificate of Registration (also referred to as the permanent registration when discussed in comparison to the temporary registration) is the document used to prove the customer's vehicle is registered in Massachusetts and matches the physical tin plates attached to the customer's vehicle. The document includes key information like the Plate Number, Expiration Date, Owner Information, etc.

<sup>57</sup> <https://mass.gov/myrmv>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

*Note: The “permanent” registration is similar to the temporary registration, but it will have the plate information for the physical tin plate and will have a longer registration term than the 20 days allotted for the temporary documents.*

Through your Service Provider software, a Certificate of Registration will be generated at the completion of a successful Plate Transfer, Plate Reactivation, Plate Reassignment, or Registration Renewal transaction. For New Plate transactions, the permanent Certificate of Registration will be generated for plate types in your on-hand inventory. If the customer requests a specialty plate not in your on-hand inventory, the permanent Certificate of Registration will be generated by the RMV and mailed to the customer, along with the physical plate and decal.

The Certificate of Registration is printed on standard plain white paper (8.5 by 11 inches). All fields on the Certificate of Registration must be correct. All fonts must be the same on all registrations and all information should be identical to the information and on the original RTA. Any discrepancies must be resolved as soon as you realize there is an error. Immediately contact your Service Provider Help Desk for assistance.

r m v REGISTRY OF MOTOR VEHICLES		CERTIFICATE OF REGISTRATION M.G.L. Chapter 90 section 24B makes it a crime to alter this certificate MASSACHUSETTS DEPARTMENT OF TRANSPORTATION			
Plate Type <b>PAN</b>	Registration Type <b>PASSENGER</b>	Plate Number <b>110B45</b>	Effective Date <b>06/01/2020</b>	Title Number <b>80123456</b>	Expires On <b>05 22</b>
Model Year <b>2006</b>	Make <b>HONDA</b>	Model <b>RIDGELINE</b>	Body Style <b>PICKUP</b>	Color <b>SILVER</b>	Vehicle Identification Number <b>2HJFK1653KMS24021</b>
Residential Address (if Different than Mailing): <b>11 SUMNER STREET SADDUS, MA 10906</b>				Total Registered Weight for Commercial Vehicle or Trailer <b>US DOT Number for Commercial Vehicle</b>	
Garage Address <b>11 SUMNER STREET SADDUS, MA 10906</b>				Insurance Company <b>COMMERCIAL INSURANCE</b>	
Names of Owner(s) and Mailing Address <b>JOSEPHINE TAVARES 11 SUMNER STREET SADDUS, MA 10906</b>				Maximum Seating Capacity for Vehicles for Hire	
Lessor(s) Custody Of				Not Valid Without Official Signature of Registrar	
Special Message <b>[IF THIS VEHICLE IS NEWLY ACQUIRED, IT MUST BE INSPECTED WITHIN SEVEN (7) DAYS OF REGISTRATION.]</b>			Change of Address <input type="checkbox"/> Residential <input type="checkbox"/> Mailing <input type="checkbox"/> Garage		

### Information for Vehicle Owners

- Certificate of Registration:** Every person operating a motor vehicle shall have the Certificate of Registration for the motor vehicle and/or trailer, in the vehicle, in some easily accessible place. The records of the RMV constitute the official status of the vehicle registration.
- Change of Address:** By law, you must report any change of address to the RMV within 30 days. Visit [Mass.Gov/RMV](http://Mass.Gov/RMV) to change your address. Once you have reported the address change to the RMV, please write corrected address in box provided above.
- No Insurance Card Required:** Massachusetts law does not require an insurance card. M.G.L. Chapter 90, section 34, and Chapter 175, Section 113A, requires the vehicle's owner to maintain a compulsory motor vehicle liability insurance policy or bond for bodily injury coverage and property damage insurance. The insurer is required by law to electronically notify the Registry of Motor Vehicles if coverage lapses. The vehicle owner is then notified by the RMV to obtain new insurance within 10 days or the registration will be revoked. Bonds are filed with the State Treasurer's Office.
- Transferring Your Plates:** Massachusetts General Law (M.G.L. Chapter 90, Section 2) allows you to transfer valid registration plates from this vehicle to a newly acquired new or used motor vehicle or trailer while you obtain insurance and a new registration. See the Transferring a Registration Section on the RMV's website at [www.mass.gov/rmv](http://www.mass.gov/rmv) for more information.
- Cancel the registration plates if:**
  - The vehicle has been sold or junked and the registration is not going to be transferred to another vehicle.
  - You move to another state and you register the vehicle in that state.
  - The insurance policy is not renewed or is cancelled and there is no plan to obtain a new policy.

**Go Online! Visit [Mass.Gov/RMV](http://Mass.Gov/RMV) for list of available transactions.**

**SAMPLE**

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## RECEIPT

At the successful completion of a transaction, a receipt will be generated for you to print detailing the fee information. Like the Registration, this document is also printed on standard 8.5 by 11-inch paper.

The fees are broken down by the type of fee (for example: title, registration, or sales tax fees). The Reference Number is typically the vehicle's identifying information like the VIN or Plate Number.

These fees should be reviewed for any discrepancies between the information that was expected based on what was on the RTA and the final fee on the receipt.

Any discrepancies must be resolved as soon as you realize there is an error.

Be sure to make a copy of the receipt for each transaction and include it with the documents that need to be stored for each transaction.

The image shows a sample receipt from the Registry of Motor Vehicles (RMV). At the top, it features the RMV logo and the text 'REGISTRY OF MOTOR VEHICLES'. Below this, it says 'Receipt' and provides a date of '09/30/2020' and a receipt number of '1005078742383'. The main section is titled 'Transaction(s):' and contains a table with columns for 'Reference Number', 'Debit Type', 'Fee/Tax', 'Penalty', 'Interest', and 'Total\*'. The table lists three transactions: '1FTBW' for 'Certificate of Title Fee' (75.00), '1FTBW' for 'Vehicle Sales Tax' (2,500.00), and '1FTBW' for 'Ambulance Normal' (25.00). Below the table, it provides 'Sales Tax Reference Information' with a 'Transaction Reference Number' of '1FTBW3DT4LEE16647' and a 'Sales Tax Transaction ID' of '5H7MVKDKD5'. At the bottom, there is a 'Conditions of Sale' section. A large green 'SAMPLE' watermark is overlaid on the bottom right of the receipt.

Reference Number	Debit Type	Fee/Tax	Penalty	Interest	Total*
1FTBW	Certificate of Title Fee	75.00	0.00	0.00	75.00
1FTBW	Vehicle Sales Tax	2,500.00	0.00	0.00	2,500.00
1FTBW	Ambulance Normal	25.00	0.00	0.00	25.00

## PLATE CANCELLATION RECEIPT

At the completion of the Plate Cancel transaction, a Plate/Registration Cancellation Receipt is generated for you to print and provide to the customer. The customer should keep a copy of the receipt for their records to prove when the registration was cancelled and often need to provide a copy of this receipt to their insurance company.

The IEP will also need to remember to make a copy of this document to store with the other Plate Cancellation paperwork for two (2) years.

## INSPECTION STICKER

All vehicles driven on Massachusetts roads must pass a yearly safety inspection. For a newly purchased vehicle, it is important to let your customer know that they must acquire an inspection sticker within seven (7) days from the date of registration. A vehicle can be inspected if it has a Temporary Plate and Registration - customers do not need to wait until they receive their permanent plates and registration to get their vehicle inspected.



Sample Inspection Sticker

If the customer's vehicle passes inspection, they will receive an inspection sticker which is valid for 1 year and expires on the final date of the month on the sticker. Most inspections cost \$35, but commercial inspections may



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

cost more. Inspection stickers match the plate number and are void if the vehicle has been transferred to a new owner (even if it is still valid). Inspection stickers are recorded in ATLAS. You can incur a \$50.00 fine if you fail to inspect your vehicle within seven (7) days.

## STORE DOCUMENTATION

After the transaction is complete, the original documents that make up the scan portfolio for the transaction will need to be securely stored at the Permit Holder location for 90 days. These documents must be available upon request for RMV Compliance Officers.

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## DIGITAL DOCUMENT VERIFICATION

During the 90 days that you store the original documents, the EVR Compliance Officers will perform a verification of the scanned images that you have submitted during your transactions. The RMV's system will select a minimum of 1% of daily transactions for each Permit Holder location for review by EVR Compliance Officers. This review is to ensure accuracy of the transaction, verification of scanned paperwork, and adherence to RMV policies and procedures.

If the EVR Compliance Officers come across errors, you will be contacted to pull from the documents you've stored to complete the corrections on the transactions. Additionally, the Compliance Officers will visit Permit Holder Locations to ensure that proper processing procedures and security measures are in place.

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## ORIGINAL DOCUMENT DESTRUCTION

At the end of those 90 days, after the verification process has been completed, on a periodic basis, a user for your EVR Permit Holder location will initiate a transaction to pull Document Destruction Details. This transaction will tell you what documentation from a select date range is eligible for destruction.

The original documents must then be shredded by an authorized vendor that specializes in document destruction within 30 calendar days of pulling the Document Destruction Details. The Permit Holder cannot undertake the shredding process themselves. The Permit Holder cannot transport the documents to their authorized shredding vendor. The Permit Holder location must retain a receipt from that authorized shredding company that indicates the date and quantity of documents that were destroyed for up to a year.

Once the documents have been shredded, it must be recorded in the Service Provider software using the Document Destruction transaction to indicate that the shredding has occurred.

Though the original documents must be destroyed, the Permit Holder location is also required to retain copies of the documents for at least 5 years that must be obtainable at the request of the RMV. These retained copies can be in electronic or hardcopy format. If the Permit Holder opts to retain the electronic copies, these files may be

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

maintained by your Service Provider. If the Permit Holder opts to retain hardcopies, those hardcopies do not need to be kept at the Permit Holder location but must be attainable within 24 hours of an RMV request for inspection.

## END OF DAY FINANCIAL RECONCILIATION

The RMV keeps a detailed record of all of the fees that are processed as part of every EVR transaction. Each Permit Holder location is required to collect the fees as indicated in this record. **It's vital that you collect all appropriate fees to make sure your information matches the RMV's record!**

As the day progresses, your Service Provider tracks and accumulates all of the fee information collected for your location and at the end of the workday reconciles this information against the fees that have been recorded with the RMV. This allows them to determine the total fees due for the business you conducted during that day and balance records to ensure this matches the RMV information. During this time, your Service Provider may contact you if they discover additional fees are due. Once the fees are balanced, the Automated Clearing House (ACH) process can take place to transfer the proper fees to the RMV and Department of Revenue (DOR).

If you have any additional questions about the end of day financial reconciliation, reach out to your Service Provider for more information.

## HANDLING ISSUES ON THE EVR PROGRAM

### FAILED OR UNPROCESSABLE TRANSACTIONS ON EVR

You may encounter transactions that failed to process through EVR on the Service Provider software. You may also have a transaction that is not available to process on your Service Provider software. In these cases, you will need to make sure the RTA is completed and stamped before you or the customer can take it to the RMV Service Center for processing.

For transactions that are available on EVR, you must always try to process every transaction through the Service Providers software first, before sending the transaction to an RMV Service Center. If the transaction fails in your Service Provider software, you **must** print out the ERROR page from your Service Provider software and attach it to the paperwork that you are sending to the RMV Service Center. The RMV clerks are trained to look for the ERROR reports for all EVR locations.

If the transaction did not fail, but you have determined that the transaction cannot be processed through your Service Provider software due to EVR policy rules, you should make or create a document on your company's letterhead. This document should include the customer and vehicle information, as well as the reason that you cannot complete the transaction through EVR.

- **Example:** *The customer wishes to reactivate their cancelled plate on their new vehicle, but the plate has been cancelled for 18 months. In order to be eligible for reactivation through EVR, the plate must have*

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

*been cancelled for less than a year. So, on your cover letter you could put: "Plate Cancelled for longer than one (1) year - Unable to process Plate Reactivate through EVR"*

The RMV has a company cover letter that must be completed for all work being dropped at the RMV Drop Off Center. The cover sheet can be found at the following website:

- <https://www.mass.gov/lists/registration-cover-sheets-for-drop-off-work>

Remember that having EVR access is a privilege. **EVR users MUST process all eligible transactions through their Service Provider software.** Sending work to an RMV Service Center is a last resort to process a transaction.

## REGISTRATION NON-RENEW POLICY

The RMV will place a customer in non-renew status if they have any of the following outstanding obligations on record:

- Unpaid fines for parking violations
- Unpaid excise tax bills
- Unpaid fines for E-Z Pass/ Fast Lane violations
- Unpaid fines for Tobin Bridge violations
- Unpaid fines for Toll violations
- E-Z Pass violations from Maine and New Hampshire

If the RMV has placed a customer in non-renew status, they will not be able to process the following transactions until the outstanding obligations have been resolved:

- Renew Registration
- Swapping Plates

*Note: If the non-renew is due to unpaid excise tax, additionally the customer will not be able to register the same vehicle with a new plate after cancelling the previous plate, reassign the plate, or transfer the plate.*

Once all obligations and fines have been resolved, the customer may process these transactions by submitting an RTA in person at an RMV Service Center, along with proof that the obligations or fines have been paid. A customer may view their registration status and outstanding obligations online through [myRMV](https://www.mass.gov/myrmv)<sup>58</sup>. Some towns may electronically report payment to the Registry of Motor Vehicles while others will provide a customer with an official release form to be brought to the Registry of Motor Vehicles

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<sup>58</sup> <https://www.mass.gov/myrmv>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## BAD CHECK PROCEDURE

Checks must be itemized (registration, title, sales tax) on the memo line of the check in order to be reimbursed by the RMV. If a Permit Holder location receives a bad check, a copy of that check and any additional documentation supporting the transaction must be faxed to:

MassDOT - Revenue Operation, RMV Division  
Fax # - 857-368-0607

If the check is itemized correctly, the RMV will enter the check information into RMV's Bad Check System and, once it has received payment from the customer for the registration, title, or sales tax fees, the RMV will issue the Permit Holder a check in an amount equal only to such fees.

For purposes of this subsection, a check will be deemed a "bad check" only after it has been dishonored at least twice, and only to the extent it is not paid, covered, or reimbursed by some third party or service.

## TITLE WITHDRAWALS

Title withdrawals (also known as Rescission of Sale) are the EVR process to undo a registration and prevent a title from being issued due to one of the following two events:

- Buyer's Remorse
  - **Example:** *The customer expressed regret after having made a purchase of an expensive vehicle.*
- Wrong Vehicle Registered
  - **Example:** *Incorrect stock number and/or vehicle registered.*

If the vehicle was not registered, then a title withdrawal will not be used. An Affidavit for Correction can be used to correct a rescission of sale when the vehicle has not been registered.

The following three criteria must be met in order to use a title withdrawal:

- Vehicle not previously titled (new vehicle with a C/O)
- Vehicle not delivered (still on lot)
- Paperwork is still at the dealership

**Title withdrawals cannot be conducted at insurance agencies.**

There are 4 steps that are involved in the title withdrawal procedure:

1. Review RMV Error Resolution Guide.
  - This error resolution guide can be found on the Service Provider website in the Support section under the Training menu. The entire procedure is in the RMV Error Resolution Guide.
2. Call Service Provider Help Line

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

3. Send the following to RMV Business Support:
  - Contact Information (dealer name, contact name, and telephone number)
  - RTA
  - Withdrawal Application
  - Lien Release (*if needed*)
4. Verify the Title Withdrawal with a Plate Inquiry, RMV may call to confirm.

After the title withdrawal has been verified, the originals still go to the RMV. The one exception is the C/O. It must be kept onsite to return to your inventory (it is going to stay at the dealership because they still own the vehicle). Also, the Title Withdrawal Application should be attached to the Original RTA. You must keep the copies of all the original documents that you sent to the RMV onsite for 90 days/5 years as with regular EVR policy.

## ABATEMENTS

There are 3 types of abatements that can be performed on the EVR Program. These abatements are for:

1. Rescission of Sale
2. Lease entered as a purchase
3. Sales Tax paid in error (such as tax exempt, trade not entered, incorrect trade amount, or non-taxable accessory taxed)

The RMV has received permission from the Department of Revenue to process these three types of sales tax abatement requests. The abatement requests and supporting documents must be submitted to:

Massachusetts Department of Transportation  
RMV Division  
Revenue Operations, Suite 5454  
10 Park Plaza, Boston, MA 02116

The supporting documentation required by DOR for each type of abatement is listed in the sections below. Refer to the [EVR Sales Tax Abatement Request Revenue Checklist<sup>59</sup>](#) that is posted under the Training & Support page of the ATLAS Business Partner Website for the most up to date information regarding the documents that are required for each abatement type.

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### 1. RECISSION OF SALE

The following documentation is required for an abatement due to rescission of sale:

- Completed Form ABT, Application for Abatement
- Completed Form MV-AB2, Rescission of Sale Affidavit

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<sup>59</sup> <https://www.mass.gov/doc/evr-sales-tax-abatement-request-revenue-checklist/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

- Bill of Sale from vehicle purchase
- Copy of the receipt displaying sales tax paid
- Written evidence that any deposit or down payment has been returned to the purchaser
- Acceptable forms of evidence can be any of the following:
  - Cancelled check from dealer to purchaser
  - Receipt from dealer to purchaser
  - Signed statement from purchaser stating that he/she received the deposit or down payment back from the dealer
- Copy of the RTA
- Written statement signed by the purchaser acknowledging that the sales/use tax monies were not paid by the purchaser, or that the purchaser was reimbursed by the dealer for the sales/use tax.

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## 2. LEASE ENTERED AS PURCHASE IN ERROR

The following documentation is required for an abatement due to a lease entered as a purchase in error:

- Completed Form ABT, Application for Abatement.
- Copy of the lease contract between the lessor and lessee.
- Copy of the receipt displaying sales tax paid
- Copy of the RTA
- Written statement signed by the purchaser acknowledging that the purchaser did not pay the sales/use tax monies, or that the purchaser was reimbursed by the dealer or insurance agent for the sales/use tax.

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## 3. SALES TAX PAID IN ERROR

The following documentation is required for an abatement due to sales tax paid in error:

- Completed Form ABT, Application for Abatement
- Copy of Form ST-2 identifying entity as tax-exempt. Form must be renewed (5yrs)
- Copy of receipt displaying sales tax paid
- Bill of Sale from vehicle purchase
- Copy of the RTA
- Written statement signed by the purchaser acknowledging that the sales/use tax monies were not paid by the purchaser, or that the purchaser was reimbursed by the dealer or insurance agent for the sales/use tax.



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**Note:** Federal, State of Mass., Mass. County, and Mass. City/Town vehicles are exempt, but vehicles registered for other states are not exempt.

For faster abatements with DOR, you can also use MassTaxConnect. For additional information, go to: <https://www.mass.gov/how-to/register-your-business-with-masstaxconnect>. The RMV will be unable to assist with any abatements that have been submitted through MassTaxConnect.

## ADDITIONAL SALES TAX OWED FOR AN EVR TRANSACTION

When additional Sales Tax is owed on a transaction processed on EVR, a check for the difference should be sent into Revenue Operations with a photocopy of applicable paperwork (all original paperwork should be submitted as normal) and a brief explanation of why you are sending the payment.

Checks should be made payable to MassDOT and mailed to:

Attn: Revenue Operations  
MassDOT/RMV  
10 Park Plaza, Suite 5450  
Boston, MA 02116

Revenue Operations will then enter the additional tax money owed on the customer's account with a note.

Do **NOT** send these payments to the Department of Revenue (DOR) or the RMV's Quincy Headquarters.

## RESOURCES

The following sections contain various resources you have access to in order to help you process EVR transactions. ALWAYS check your resources as your first place to find answers. If you have RMV policy questions, those should be directed toward your assigned EVR Compliance Officer. If there are software questions or issues, those should be directed to your Service Provider Help Line.

## MASSDOT RMV DIVISION WEBSITE

On the [RMV website](https://www.mass.gov/orgs/massachusetts-registry-of-motor-vehicles)<sup>60</sup>, you can find several helpful items. All RMV related forms can be obtained at the RMV website. Service Center wait times and availability can be found along with a section strictly for dealers.

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<sup>60</sup> <https://www.mass.gov/orgs/massachusetts-registry-of-motor-vehicles>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## SERVICE PROVIDER HELP LINE

The Service Provider is required to provide a Help Desk or Help Line. Please contact your Service Provider for this number. This Help Desk or Help Line is the link between the Individual EVR Participant and the RMV Business Support line.

## SERVICE PROVIDER WEBSITE

Your Service Provider may maintain a website. Please contact your Service Provider for details.

The RMV Error Resolution Guide can be found at the Service Provider website, or within the application.

The RMV Error Resolution Guide contains information for:

- Lienholder Corrections
- Registration Corrections
- Incorrect Supporting Documents
- FID/Corporation Document Requirements
- Withdrawal Procedure
- Applying for a Rebate/Abatement
- Excise Tax
- Plate Cancellation Correction
- Owner Oops
- Vehicle Oops

The RMV Error Resolution Guide is one of the most useful tools that Individual EVR Participants can utilize to effectively correct issues that they may encounter on the EVR Program.

## OTHER USEFUL WEBSITES

### EVR WEBSITE FOR FORMS AND UPDATES

- RMV Business Partners Home Page: <https://www.mass.gov/rmv-business-partners>
- EVR Program (Message of the Day document is posted here): <https://www.mass.gov/guides/electronic-vehicle-registration-program-evr>
- EVR Program Documents (ex. Training & Support): <https://www.mass.gov/lists/evr-program-documents>

### FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION

- <https://www.fmcsa.dot.gov/registration/do-i-need-usdot-number>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

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## APPORTION PLATES

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- <https://www.mass.gov/how-to/apply-for-an-international-registration-plan-irp-registration>

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## IRS HVUT 2290/SCHEDULE 1 INFORMATION

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- <https://www.irs.gov/instructions/i2290>

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## SALES TAX EXEMPTION FORMS

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- <https://www.mass.gov/lists/dor-sales-and-use-tax-forms#motor-vehicles->

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## WHEN YOU NEED TO GO TO THE RMV SERVICE CENTER

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- <https://www.mass.gov/lists/registration-cover-sheets-for-drop-off-work#commercial-registration-drop-off-cover-sheets->

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## RMV FORMS

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- <https://www.mass.gov/lists/rmv-forms-and-applications>
- [https://www.mass.gov/lists/rmv-forms-and-applications#electronic-vehicle-registration-\(evr\)-forms-](https://www.mass.gov/lists/rmv-forms-and-applications#electronic-vehicle-registration-(evr)-forms-)

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## CUSTOM/SPECIALY RECONSTRUCTED VEHICLES

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- <https://malegislature.gov/laws/generallaws/parti/titlexiv/chapter90/section2h>

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## BACKGROUND CHECKS

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- <https://www.mass.gov/how-to/request-cori-as-an-individual->
- <https://www.mass.gov/how-to/request-a-driving-record>

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## ADDITIONAL TRANSACTIONS

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- Duplicate Title Job Aid:
  - <https://www.mass.gov/doc/evr-duplicate-title-policies-job-aid/download>
- Duplicate Title Video:
  - <https://www.youtube.com/watch?v=t39N0fnp0vo>
- Duplicate Registration Job Aid:
  - <https://www.mass.gov/doc/evr-duplicate-registration-policies-job-aid/download>
- Duplicate Registration Amendment Form:
  - <https://www.mass.gov/doc/duplicate-registration-with-amendment-request-form/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

- Registration Reinstatement Job Aid:
  - <https://www.mass.gov/doc/evr-registration-reinstatement-policies-job-aid/download>
- Registration Reinstatement Checklist:
  - <https://www.mass.gov/doc/evr-registration-reinstatement-checklist/download>
- Title Only Job Aid:
  - <https://www.mass.gov/doc/evr-title-only-policies-job-aid/download>
- Non-Resident Short Term Registration Job Aid:
  - <https://www.mass.gov/doc/evr-non-resident-short-term-registration-policies-job-aid/download>
- Surviving Spouse Job Aid
  - <https://www.mass.gov/doc/evr-surviving-spouse-policies-job-aid/download>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## APPENDICES

This training reference guide appendices contain tables and summaries relevant to the policies and procedures of the EVR Program.

### APPENDIX A: SUMMARY OF REGISTRATION TRANSACTIONS

Summary of Registration Transactions				
Transaction Type	Can IEPs Process?	Situation	Required Documents	Special Considerations
<b>Advanced Swap</b>	No	Customer wants vehicle registration to become effective at a later date.	✓ RTA	Date registration is effective must be noted on the RTA.
<b>Courtesy Delivery</b>	Only Dealers	MA Dealer is delivering a vehicle on behalf of an OOS Dealer.  These vehicles are usually for a company which then issues the vehicles to their field agents or company representatives.	✓ RTA ✓ Notarized Power of Attorney ✓ Endorsed C/O	Required on RTA: <ul style="list-style-type: none"> <li>• Section L: OOS Dealer listed as Seller</li> <li>• Field I1: MA Dealer signature</li> <li>• "Courtesy Delivery" written at the top of the first page of the RTA, above "Registration and Title Application"</li> <li>• FID of Company</li> <li>• Tax Exempt Code "L" if the company is a leasing company</li> </ul>
<b>Plate Cancellation</b>	Yes	Customer wants to cancel plates.  Do a Plate Inquiry to confirm that the customer is on the vehicle registration.	✓ Plates ( <i>if not lost</i> ) ✓ Affidavit for Cancellation of Registration	Cancelled plates can be destroyed.  Customers can complete a Plate Cancellation on myRMV.
<b>Plate Reassignment</b>	Yes	Reassigning ownership of a plate from a leasing company to an individual, or vice versa, such as with a vanity plate	✓ RTA ✓ Plate Reassignment ✓ Plate Inquiry	Verify the expiration date, Customer may need a new decal if the expiration date changed.
<b>Registration &amp; Title for a Casual Sale</b>	Only Insurance Agents	Customer purchases a vehicle through a casual sale (private party sale), and they want to register and title the newly purchased vehicle.	✓ RTA ✓ Certificate of Origin, or Title ✓ Bill of Sale ( <i>required if title does not include sales price</i> ) ✓ Copy of Driver's License ( <i>required for all owners listed on RTA</i> ) ✓ Proof of Book Value	Review C/O or Title to ensure the following is written on the back: <ul style="list-style-type: none"> <li>• Sales Date</li> <li>• Sales Amount</li> <li>• Odometer Reading</li> <li>• Signature of prior Owner/ Dealer (Seller)</li> </ul>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

Summary of Registration Transactions				
Transaction Type	Can IEPs Process?	Situation	Required Documents	Special Considerations
Registration Only	No	May be applied for: <ul style="list-style-type: none"> <li>Homemade trailers weighing less than 3000 lbs.</li> <li>Vehicle owned by a non-resident, titled in another state, and used for interstate commerce.</li> <li>Non-MA titled vehicle used by any person required to register their vehicle in MA.</li> </ul>	<ul style="list-style-type: none"> <li>✓ RTA</li> </ul> <b>AND</b> any one of the following: <ul style="list-style-type: none"> <li>• Bill of Sale, <u>or</u></li> <li>• OOS Registration, <u>or</u></li> <li>• Copy of Title (for dual registrations)</li> </ul>	If the customer is in the military, they will need to show their military identification.
Registration Transfer for a Casual Sale	Only Insurance Agents	Customer purchases a vehicle through a casual sale (private part sale), and they want to transfer their existing registration to the newly purchased vehicle.	<ul style="list-style-type: none"> <li>✓ RTA</li> <li>✓ Certificate of Origin, or Title</li> <li>✓ Bill of Sale (<i>required if title does not include sales price</i>)</li> <li>✓ Copy of Driver's License (<i>required for all owners listed on RTA</i>)</li> <li>✓ Copy of current Registration</li> <li>✓ Inquiry</li> <li>✓ Proof of Book Value</li> </ul>	Review C/O or Title to ensure the following is written on the back: <ul style="list-style-type: none"> <li>• Sales Date</li> <li>• Sales Amount</li> <li>• Odometer Reading</li> <li>• Signature of prior Owner/ Dealer (Seller) and new Owner (Buyer)</li> </ul> <b>Transfer Period</b> begins as soon as ownership is transferred or loss of possession of the currently registered vehicle. The transfer period is seven (7) calendar days; including weekends & holidays.
Registration Renewal	Yes	Registration must be renewed on, or up to six (6) months (three months on EVR) before the expiration date.	<ul style="list-style-type: none"> <li>✓ RMV-2 or RTA</li> </ul> If an Insurance Stamp is required for renewal, the form must be stamp by an Insurance Agent within the past thirty (30) days.	Customers can complete a Registration Renewal on myRMV
Registration Renewal of Vehicles over 55,000 lbs.	Yes	Commercial renewals of vehicles over 55,000 lbs.	<ul style="list-style-type: none"> <li>✓ Highway Use Tax Form (IRS Form 2290)</li> </ul>	Form 2290 must be: <ul style="list-style-type: none"> <li>• From the current year</li> <li>• For the correct name and VIN</li> <li>• Stamped "Paid" by the IRS</li> </ul>
Registration Transfer for a Dealer Sale	Yes	Dealer sells a new or used vehicle to a customer and the customer would like to transfer their existing registration to the newly purchased vehicle.	<ul style="list-style-type: none"> <li>✓ RTA</li> <li>✓ Certificate of Origin, or Title</li> <li>✓ Bill of Sale (<i>required if title does not include sales price</i>)</li> </ul>	Review C/O or Title to ensure the following is written on the back: <ul style="list-style-type: none"> <li>• Sales Date</li> <li>• Sales Amount</li> <li>• Odometer Reading</li> <li>• Signature of prior Owner/ Dealer (Seller) and new Owner (Buyer)</li> </ul>



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

Summary of Registration Transactions				
Transaction Type	Can IEPs Process?	Situation	Required Documents	Special Considerations
		<b>Note:</b> Vehicles without a Title must go to an RMV Service Center for processing.	<ul style="list-style-type: none"> <li>✓ Copy of Driver's License (required for all owners listed on RTA)</li> <li>✓ Copy of current Registration</li> <li>✓ Printout of inquiry screen</li> </ul>	<b>Transfer Period</b> begins as soon as ownership is transferred or loss of possession of the currently registered vehicle. The transfer period is seven (7) calendar days; including weekends & holidays.
<b>Renew/Swap</b>	No	Customer wants to re-register a vehicle for which the plates have been cancelled, or the customer wants to renew a vehicle with a new plate.	<ul style="list-style-type: none"> <li>✓ RTA</li> <li>✓ Two Affidavit for Cancellation of Registration forms (if the plates were lost or stolen)</li> </ul>	Customer is required to obtain a new set of plates and pay the full registration fee.
<b>Salvage Title</b>	No	Three (3) conditions are met: 1. Vehicle is deemed a "total loss payment by an insurance company 2. Vehicle is not subject of an insurance settlement and the owner determines the vehicle to be a total loss salvage vehicle 3. Insurance co. has made a total payment to the insured, who retains ownership of the vehicle	<ul style="list-style-type: none"> <li>✓ RTA</li> <li>✓ Title</li> </ul>	Review Title to ensure the following is written on the back: <ul style="list-style-type: none"> <li>• Sales Date</li> <li>• Sales Amount</li> <li>• Odometer Reading</li> <li>• Signature of prior Owner/ Dealer (Seller) and new Owner (Buyer)</li> </ul>
<b>Summer/ Winter Swap</b>	No	Customer wishes to transfer an active registration to another vehicle they own.	<ul style="list-style-type: none"> <li>✓ RTA</li> </ul> <b>AND</b> any one of the following: <ul style="list-style-type: none"> <li>• Proof of ownership of vehicle being registered (copy of Title or proof of paid excise tax)</li> <li>• Current registration</li> </ul>	Four conditions must apply: <ol style="list-style-type: none"> <li>1. The second vehicle must be titled in MA</li> <li>2. Both vehicles have the same owner</li> <li>3. Registration is active</li> <li>4. Both vehicles conform to the same plate type standards</li> </ol>
<b>Surviving Spouse</b>	Only Insurance Agents	Vehicle is in decedent's name. Spouse would like to register the vehicle in his/her own name.	<ul style="list-style-type: none"> <li>✓ Death Certificate</li> <li>✓ Surviving Spouse Affidavit</li> <li>✓ Title</li> <li>✓ RTA</li> </ul>	
<b>Plate Swap</b>	No	A plate with an active registration is exchanged for another plate to be used on the same vehicle.	<ul style="list-style-type: none"> <li>✓ RTA</li> </ul>	

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

Summary of Registration Transactions				
Transaction Type	Can IEPs Process?	Situation	Required Documents	Special Considerations
<b>Title Add Registration</b>	No	One of the following conditions exists: <ul style="list-style-type: none"> <li>* Vehicle was originally processed as a Title only</li> <li>* Vehicle was titled, registered, and assigned a plate that was later transferred to a different vehicle</li> </ul>	✓ RTA	
<b>Title Only</b>	Depends on Service Provider	Customer wants to title the vehicle but does not want to register the vehicle.	<ul style="list-style-type: none"> <li>✓ RTA</li> <li>✓ Certificate of Origin, or Title</li> <li>✓ Bill of Sale (<i>required if the title does not include the sales price on the back</i>)</li> </ul>	<p>At the time of Title application, vehicle sales tax must be paid.</p> <p>Review C/O or Title to ensure the following is written on the back:</p> <ul style="list-style-type: none"> <li>• Sales Date</li> <li>• Sales Amount</li> <li>• Odometer Reading</li> <li>• Signature of prior Owner/ Dealer (Seller) and new Owner (Buyer)</li> </ul>
<b>Title Withdrawal</b>	Call Service Provider Helpline	<p><b>Dealership Specific:</b></p> <p>Customer decides not to purchase a vehicle that has already been signed over to them as the buyer.</p>	<ul style="list-style-type: none"> <li>✓ RTA</li> <li>✓ Withdrawal Application</li> <li>✓ Lien Release (<i>if applicable</i>)</li> </ul>	<p>Three (3) criteria must be met:</p> <ol style="list-style-type: none"> <li>1. Vehicle is new and has never been titled.</li> <li>2. Vehicle never left the dealership lot.</li> <li>3. Paperwork is still at the dealership.</li> </ol>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## APPENDIX B: ELIGIBLE PLATE TYPES PER TRANSACTION

At this time, the available transactions vary by Service Provider - not all EVR Traditional locations have access to the Reactivate transaction.

<i>Plate Type</i>	<b>New Plate</b>	<b>Transfer</b>	<b>Reactivate</b>	<b>Reassign</b>	<b>Renew</b>	<b>Cancel</b>
<i>ALS One</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Ambulance</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Ambulance Reserved</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Animal Ambulance</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Antique</i>	No	No	No	No	Yes	Yes
<i>Antique Vanity</i>	No	No	No	No	Yes	Yes
<i>Attleboro Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Basketball Hall of Fame</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Berkshire Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Blackstone Valley</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Brockton Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Bronze Star</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Bruins</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Bus Normal</i>	No	No	No	No	No	Yes
<i>Bus Reserved</i>	No	No	No	No	No	Yes
<i>Bus Vanity</i>	No	No	No	No	No	Yes
<i>Camper Normal</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Camper Reserved</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Camper Vanity</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Cape and Island</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Cape Ann</i>	Yes	Yes	Yes	Yes	Yes	Yes

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

<i>Plate Type</i>	<b>New Plate</b>	<b>Transfer</b>	<b>Reactivate</b>	<b>Reassign</b>	<b>Renew</b>	<b>Cancel</b>
<i>Cape Ann Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Cape Cod Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Celtics</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Choose Life</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Commercial</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Commercial Electric</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Commercial Reserved</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Commercial Vanity</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Congressional Medal of Honor</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Conquer Cancer</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Cure Breast Cancer</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Disabled Parking</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Disabled Vanity</i>	No	No	No	No	Yes	Yes
<i>Disabled Veteran</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Distinguished Flying Cross</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Dr. Seuss</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Electric Vehicle</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Emergency Vehicle</i>	No	No	No	No	Yes	Yes
<i>Ex-POW</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Fallen Heroes</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Fire Fighters Memorial</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Fish and Wildlife</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Franklin Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Free Masons</i>	Yes	Yes	Yes	Yes	Yes	Yes

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

<i>Plate Type</i>	<b>New Plate</b>	<b>Transfer</b>	<b>Reactivate</b>	<b>Reassign</b>	<b>Renew</b>	<b>Cancel</b>
<i>Fresh and Local</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Gold Star Family</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Gold Star Family Vanity Plate</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Greenfield Montague Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Habitat and Heritage</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Hearse</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Hearse Reserved</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Invest in Children</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Legion of Valor</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Limited Use</i>	No	No	No	No	Yes	Yes
<i>Livery Normal</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Livery Reserved</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Livery Vanity</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Lowell Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Martha's Vineyard</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Martha's Vineyard SE Transit Authority (MVTA)</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Martha's Vineyard SE Transit Authority (VTA)</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Massachusetts 250 Years of Independence</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Mass Animal Coalition</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Mass Bay Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Mass Turnpike Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

<i>Plate Type</i>	<b>New Plate</b>	<b>Transfer</b>	<b>Reactivate</b>	<b>Reassign</b>	<b>Renew</b>	<b>Cancel</b>
<i>Medical Doctor</i>	No	Yes	Yes	No	Yes	Yes
<i>Merrimac Valley Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes
<i>MetroWest Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Montachusett Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Bronze Star</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Disabled</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Distinguished Flying Cross</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Ex-POW</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Gold Star Family</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Gold Star Family Vanity</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Legion of Valor</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Limited Use</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Medal of Honor</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Municipal</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Normal</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Pearl Harbor</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Purple Heart</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Reserved</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Silver Star</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Vanity</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Motorcycle Veteran</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Municipal</i>	Yes	Yes	Yes	Yes	N/A	Yes



# EVR TRADITIONAL TRAINING REFERENCE GUIDE







<i>Plate Type</i>	<b>New Plate</b>	<b>Transfer</b>	<b>Reactivate</b>	<b>Reassign</b>	<b>Renew</b>	<b>Cancel</b>
<i>Municipal Boston</i>	No	Yes	Yes	Yes	N/A	Yes
<i>Municipal Disabled</i>	No	Yes	Yes	Yes	N/A	Yes
<i>Municipal Fire</i>	Yes	Yes	Yes	Yes	N/A	Yes
<i>Municipal Police</i>	Yes	Yes	Yes	Yes	N/A	Yes
<i>Nantucket Island</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Nantucket Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes
<i>National Guard</i>	No	Yes	Yes	Yes	Yes	Yes
<i>New England Patriots</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>News Photographer</i>	No	Yes	Yes	No	Yes	Yes
<i>Olympic Spirit</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Overdose Awareness</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Pan Mass Challenge</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Passenger Lottery</i>	No	Yes	No	No	Yes	Yes
<i>Passenger Normal Green</i>	No	Yes	No	No	Yes	Yes
<i>Passenger Normal Red</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Passenger Reserved</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Passenger Vanity</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Pearl Harbor Survivor</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Pioneer Valley Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Plymouth 400</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Protect and Serve</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Purple Heart</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Red Sox</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Registered Nurse</i>	Yes	Yes	Yes	Yes	Yes	Yes

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<i>Plate Type</i>	<b>New Plate</b>	<b>Transfer</b>	<b>Reactivate</b>	<b>Reassign</b>	<b>Renew</b>	<b>Cancel</b>
<i>Right Whale</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>School Bus Normal</i>	No	No	No	No	No	Yes
<i>School Bus Reserved</i>	No	No	No	No	No	Yes
<i>School Pupil Normal</i>	No	No	No	No	No	Yes
<i>Semi-Trailer</i>	Yes	Yes	Yes	No	Yes	Yes
<i>Semi-Trailer Reserved</i>	No	Yes	Yes	No	Yes	Yes
<i>Silver Star</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Snow Removal</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Southeastern Regional Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Striped Bass</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Taxi Normal</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Taxi Reserved</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Trailer Normal</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Trailer Reserved</i>	No	Yes	Yes	Yes	Yes	Yes
<i>UMass</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>United We Stand</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Van Pool</i>	No	No	No	No	Yes	Yes
<i>Veteran Flag Plate</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Veteran Plate</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Welcome Home</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>White Shark</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Worcester Transit Authority</i>	No	Yes	Yes	Yes	Yes	Yes
<i>Year of Manufacture</i>	No	No	No	No	No	No
<i>Zoo New England</i>	Yes	Yes	Yes	Yes	Yes	Yes

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## APPENDIX C: BODY STYLES

Body Style	Description	Image	Body Style	Description	Image
<b>AMBUL</b>	Ambulance		<b>CONVT</b>	Convertible	
<b>ARMOR</b>	Armored Truck		<b>COUPE</b>	Coupe	
<b>AUTHM</b>	Auto Home		<b>CRANE</b>	Crane	
<b>BACKH</b>	Backhoe		<b>DUMP</b>	Dump Truck	
<b>BOX</b>	Box Truck		<b>FIRE</b>	Fire Truck	
<b>BUCKT</b>	Bucket Truck		<b>FLAT</b>	Flatbed Truck	
<b>BUS</b>	Bus		<b>GARBA</b>	Garbage Truck	
<b>CAMP</b>	Camper		<b>HARDT</b>	Hardtop (Refers to hardtop convertible, which is a fixed roof model designed to look like a convertible with the top raised)	
<b>CONST</b>	Construction Vehicle		<b>HATCH</b>	Hatchback	
<b>HERSE</b>	Hearse		<b>RAMP</b>	Ramp Tow Truck	

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Body Style	Description	Image	Body Style	Description	Image
LIMO	Limousine		ROLL	Roll-off Truck (Truck specially designed to transport roll-off containers between the site where they're filled and a disposal site. It has a tilting, flat bed and hoisting mechanism, usually involving a winch & a cable, alternatively involving a hydraulic arm, which is used to engage a roll-off container or similar device)	
LOADR	Loader		SEDAN	Sedan	
LOG	Loggin Truck		STWAG	Station Wagon	
LSV	Low Speed Vehicle		SUV	Sport Utility Vehicle	
LUV	Limited Use Vehicle		TANK	Tanker Truck	
MIXER	Mixer Truck		TOW	Tow Truck	
MOTCY	Motorcycle		TRACT	Farm Tractor	
PANEL	Panel Truck (A panel truck is a windowless cargo van built on a truck chassis)		TRAIL	Trailer	
PU	Pickup Truck		UTIL	Utility Truck	
			VAN	Van	

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## APPENDIX D: VEHICLE TYPES AND DESCRIPTIONS

Vehicle Type	Description	Registration Requirements
<b>Composite Vehicle</b> <b>Auto homes</b>	A composite vehicle is any vehicle that is constructed with a chassis from one manufacturer and a body from another manufacturer.	These vehicles will have two (2) MCOs. One for the chassis and one for the up-fit from the auto home manufacturer. The chassis is not registered, the auto home is.
<b>Custom vehicle</b>	A motor vehicle for which the year of manufacture is after 1948, the model year is at least 25 years old, and that has been altered from the manufacturer's original design or has a body constructed, in whole or in part, from non-original materials.  Select the "model year" indicated on a motor vehicle's certificate of origin or (if there is no CO) the model year that the body of the vehicle most closely resembles.	Custom vehicles shall be titled as the year in which the vehicle was built and an appropriate description of the vehicle including make, model, and model year; provided, however, that the manufacturer's name shall continue to be used as the make with a label of "custom vehicle" applied to the title and registration card.  A MA assigned VIN is required to register and title.
<b>Homemade trailers weighing more than 3001 lbs.</b>	A customer that makes a trailer using parts that they have in their possession.	Customer must apply for a MASS assigned VIN For the application: <a href="https://www.mass.gov/doc/application-for-replacement-of-vehicle-identification-number/download">https://www.mass.gov/doc/application-for-replacement-of-vehicle-identification-number/download</a>
<b>Imported Foreign Vehicles</b> <b>Grey Market</b>	An Imported Foreign Vehicle or grey market vehicle is a motor vehicle that has been manufactured for use in a foreign country and has crossed a border into the USA.	For instruction on documents required on Imported Vehicles go to: <a href="https://www.mass.gov/info-details/imported-foreign-vehicles">https://www.mass.gov/info-details/imported-foreign-vehicles</a>
<b>IRP</b>	International Registration Plan (IRP) is a program for licensing commercial vehicles that travel frequently in and out of state. All IRP accounts will be issued an Apportion Plate	There are several requirements that a business must meet to obtain an IRP account. For information go to: <a href="https://www.mass.gov/international-registration-plan-irp">https://www.mass.gov/international-registration-plan-irp</a>
<b>Lease brought into MA</b>	A customer moved into MA and their vehicles is leased	If the owner (leasing company) and the lien holder (if applicable) are the same or no lien exists, the title is not required for registration. No title will be issued.  If the owner and the lien holder are different, the title is required for registration. A MA title will be issued.

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Vehicle Type	Description	Registration Requirements
<b>Owner Retained Salvage Vehicle</b>	An owner-retained title may be obtained when an insurance company deems a vehicle to be a total loss and the owner keeps possession of the vehicle.	The Owner Retained procedure: <a href="https://www.mass.gov/how-to/apply-for-an-owner-retained-title">https://www.mass.gov/how-to/apply-for-an-owner-retained-title</a>
<b>Reconstructed Vehicle</b>	A reconstructed vehicle is a vehicle that is permanently altered from its original construction by removing, adding, or substituting major components.	A branded title will need to be applied for all reconstructed vehicles. Use the RTA to apply for the new title. The old title is required and will be surrendered.  They also need a salvage inspection <a href="https://www.mass.gov/info-details/salvage-inspections">https://www.mass.gov/info-details/salvage-inspections</a>
<b>Replica vehicle</b>	A motor vehicle constructed or assembled by a non-manufacturer from new or used parts that, when assembled, replicates an earlier year, make and model vehicle.	Replica vehicles shall be titled as the year in which the vehicle was built and the make, model and year of the vehicle that is intended to be replicated. A label of "Replica" shall be applied to the title and registration card.  A MA assigned VIN is required to register and title.
<b>Salvage Vehicle</b>	A salvage vehicle is a vehicle that has been declared a total loss by an insurance company, resulting from fire, vandalism, collision, theft, flood or other occurrence.	The insurance company will declare the title "Salvage" and the title will be cancelled.
<b>Salvage Reconstructed Vehicle</b>	A salvage-reconstructed vehicle is a vehicle that was previously titled as salvage-repairable and has been repaired, inspected, and titled as a reconstructed vehicle.	If all repair requirements and inspection have been passed, the vehicle can now be registered. A branded title will be issued to the customer.
<b>Salvage Recovered Theft Vehicle</b>	A salvage recovered theft vehicle is a vehicle that was previously titled as salvage repairable theft with minimal damage and has passed inspection by an RMV inspector.	If all repair requirements and inspection have been passed, the vehicle can now be registered. A branded title will be issued to the customer.
<b>Specially-constructed vehicle</b>	A motor vehicle reconstructed or assembled by a non-manufacturer from new or used parts, the exterior of which does not replicate or resemble any other manufactured vehicle.	Specially-constructed vehicles shall be titled and registered showing the make as "specially constructed" and the year the vehicle was built shall be the vehicle model year.  A MA assigned VIN is required to register and title.



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

Vehicle Type	Description	Registration Requirements
<b>Street rod</b>	A motor vehicle for which the year of manufacture is prior to 1949, and which has been altered from the manufacturer's original design or has a body constructed from non-original materials.	Street rods shall be titled as the year in which the vehicle was built and an appropriate description of the vehicle including make, model, and model year; provided, however, that the manufacturer's name shall continue to be used as the make with a label of "street rod" applied to the title and registration card.  A MA assigned VIN is required to register and title.
<b>Un-titled Vehicles</b>	For antique vehicles from year 1972 or older. For vehicles purchased out of state and do not have a title. You must check with that states' title laws to ensure a title was not issued for the vehicle. Use the NADA manual for reference.	Vehicles need proof of ownership for registration and titling. An old excise tax or bill of sale can be used. You can submit a title search at: <a href="https://www.mass.gov/how-to/request-a-title-history-search">https://www.mass.gov/how-to/request-a-title-history-search</a>  If the search result does not process a result, an affidavit must be written and notarized from the manufacture date to present of where the vehicle has been.  A VIN check must be done.
<b>VIN Check</b>	If the vehicle in question was purchased out of state and the vin does not de-code a result, is antique or illegible.	For the application go to: <a href="https://www.mass.gov/doc/proof-of-visual-inspection-vin/download">https://www.mass.gov/doc/proof-of-visual-inspection-vin/download</a>

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## APPENDIX E: TITLE STATUSES

Title Status Descriptions:

- **Active** - The Certificate of Title is currently active.
- **Cancelled** - The Certificate of Title has been cancelled through the National Motor Vehicle Titles Information System (NMVTIS), as the motor vehicle has been re-titled in another state. This differs from INAC, as the motor vehicle was re-titled.
- **Inactive** - The Certificate of Title is inactive, which means the owner displayed is not the current owner of the motor vehicle. This also indicates that the motor vehicle was re-titled in Massachusetts.
- **In Progress** - The Certificate of Title has not yet been activated or released. The title will be issued within 10 (business) days, provided no Title Hold or Case exists.
- **Junk** - The motor vehicle has been declared “junked” or “scrapped”.
- **NMVTIS Error** - Title has been rejected by NMVTIS.
- **Pending New Title Issuance** - The title was not issued and never will be. New ownership is required for a new title status.
- **Returned** - The title has been returned to the RMV.
- **Review** - Title is being reviewed.
- **Revoked** - The Certificate of Title is revoked.
- **Suspended** - The Certificate of Title is suspended.
- **Withdrawn** - The Certificate of Title is withdrawn before printing.

## APPENDIX F: TITLE PROCESSING SPEED-UPS

Normal processing of original Titles typically requires four to six weeks. A request to speed up this review and issue process may be made if the application scenario meets one of the following criteria:

- The vehicle is being returned to the seller under the Lemon Law
- The insurance company has made a total loss settlement on the vehicle and the owner is now required to apply for a Salvage Title. Massachusetts law requires an owner to apply for a Salvage Title within ten days of a total loss settlement. If the owner plans to apply for an Owner-retained Title, a speedup request is NOT required.
- The vehicle is being sold.
- The vehicle is being traded to a dealer.
- Owner is moving Put-of-State and needs to register the vehicle in a new state.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## APPENDIX G: TITLE FAQS FOR DEALERS

**Question:** Can a Dealership apply for a Certificate of Title in its name?

*Answer:* Massachusetts General Laws Section 90D Section 2 exempts dealers from applying for a Certificate of Title on vehicles that are being held for resale. The RMV allows a dealer to apply for a Certificate of Title when the vehicle to be resold has gone through the Salvage Inspection process and the dealer is applying for either:

- Reconstructed Title
- Recovered Theft Title

The dealer must be certified as a dealer with the Department of Revenue. This Application for Title is tax exempt.

**Question:** A Massachusetts Dealer purchases a car with a Rhode Island Title. There is an unused reassignment available on the Title, but it says, "For use by Rhode Island Licensed Dealer Only". Does the Dealer need a Massachusetts DRT-1 to sell the car?

*Answer:* No. The Dealer should use the available reassignment section on the back of the Rhode Island Title.

**Question:** A Dealer purchases a car with a Massachusetts Title and a Massachusetts DRT-1 attached. Both of the reassignments on the DRT-1 have been completed, but there is a blank reassignment on the Title. Does the Dealer need a DRT-1 to sell the car?

*Answer:* No. The Dealer should use the available reassignment section on the back of the Title.

**Question:** A Dealer purchases a car with an Authorization for Loan Payoff attached. The reassignments on the Title have been completed. Does the Dealer use a reassignment on the reverse side of the Authorization for Loan Payoff or complete another DRT-1?

*Answer:* A new DRT-1 should be used. Dealers should not use both sides of a DRT-1 Form.

**Question:** A Dealer takes a car to an auction. There is a reassignment available on the Title. The clerk at the auction tells the Dealer to attach a DRT-1 in case the car goes to arbitration or there's a mistake. Should the Dealer attach a DRT-1?

*Answer:* No. The Dealer should provide an additional DRT-1 Form ONLY when all reassignments on the Title are already used.

**Question:** An out-of-state Dealer sells a car to a Massachusetts Dealer and tells the Dealer that he needs a Massachusetts reassignment. Does the Massachusetts Dealer provide the DRT-1?

*Answer:* No. The out-of-state Dealer must use a reassignment provided by that state.

**Question:** A Massachusetts Dealer sells a car with a New Hampshire Title to a Rhode Island resident. The NH Title has a reassignment space available. Does the MA Dealer provide a DRT-1?

*Answer:* No. The Massachusetts Dealer uses the space on the back of the NH Title.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

**Question:** A Dealer has properly completed an Authorization for Payoff on the DRT-1, pays off the loan, and requests the Title from the lender. Does the dealer send the original DRT-1 or a copy to the lender, when paying off a loan for a customer?

*Answer:* The Dealer gives the lender a copy of the DRT-1 Form and attaches the original DRT-1 to the Title.

**Question:** Can I use the DRT-1 Assignment and Authorization for Payoff Form for a Lease Buyout?

*Answer:* No, The Assignment and Authorization for Payoff is used to pay off a loan and assigns ownership. A lease payoff transaction is not a loan. The lessor is the owner of the vehicle, not the lessee. The Leasing Company must assign ownership on the Title documents.

**Question:** I bought a car at the auction as a "Title Attached". I have a buyer but am still waiting for the Title. Can I use a DRT-1 to transfer ownership and sell the car, and then attach it to the Title later?

*Answer:* No. The Dealer must have possession of the Title at the time of the sale. The DRT-1 is a supplemental document that is only used when all reassignments on the Title are complete.

**Question:** Who is eligible to request DRT-1 Forms?

*Answer:* Only Massachusetts-licensed Dealers can request DRT-1 Forms.

## APPENDIX H: TITLE FAQs FOR THE GENERAL PUBLIC

**Question:** Does a vehicle that is required by law to be titled also need to be registered?

*Answer:* No, unless the owner wants to operate the vehicle on a public way.

**Question:** How can I check on the status of a Certificate of Title?

*Answer:* The RMV has an online way for owners, lienholders, dealers, and agents to track a Certificate of Title, verify Title and brand status, inquire on lienholder information, learn when a Certificate of Title was issued, and/or identify to whom a Certificate of Title was mailed. When the requestor uses this service, personal information will not be revealed. Instead, the "Title Mailed To" section will display "owner", "lienholder", or "third party." Please refer to the Title/Lien Inquiry transaction on the RMV's website.

**Question:** What if someone has an original Certificate of Title, and a duplicate of that Title exists?

*Answer:* The original Certificate of Title must be surrendered to the RMV as specified by Massachusetts General Laws Chapter 90D Section 14.

**Question:** Whom do I contact if I did not receive the Certificate of Title to my vehicle within the normal processing time?

*Answer:* Please contact the Title Division.

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

**Question:** What if my existing Certificate of Title is mutilated or illegible?

*Answer: If your Certificate of Title is mutilated or illegible, you must apply for a Duplicate Title. You must submit your current Certificate of Title with the Application for Duplicate Certificate of Title.*

**Question:** I need to add/remove an owner to a Certificate of Title. How can this be done?

*Answer: Adding or deleting an owner from a Certificate of Title is not considered an amendment. This is considered a transfer of ownership and you must apply for a new Certificate of Title. For more information on transferring ownership, please see the Transfer of Ownership section.*

**Question:** What if I want a Duplicate Title and the party to whom the Certificate of Title was issued is deceased?

*Answer: You must submit the following:*

- Application for Duplicate Certificate of Title
- Copy of the court appointment as administrator or executor of the estate of the decedent, or an Affidavit of Surviving Spouse and a copy of the death certificate

**Question:** What information must be completed on the RTA when applying for a Salvage Title?

*Answer: All of the following information must be completed on the RTA including:*

- The date of loss
- The odometer reading
- The Primary Salvage Brand (i.e., Repairable or Parts Only)
- The Secondary Brand(s) (i.e. Collision, Fire, Flood, Salt, Theft, or Vandalism)

**Question:** Can a Salvage Title be converted to an Owner-Retained Title?

*Answer: No. Once a motor vehicle has been issued a Salvage Title, it can never revert to Owner-Retained status. For more information, please see the Total Loss/Salvage Vehicle Process section.*

**Question:** If I have a commercial truck or cargo van over ten years old, do I need a Salvage Title?

*Answer: Yes. All motor vehicles must have a Salvage Title except:*

- Motor vehicles owned by the United States unless it is registered in Massachusetts
- Motor vehicles moved solely by animal power
- An implement of husbandry
- Special mobile equipment
- Trailers
- Passenger vehicles ten or more years old
- Manufactured homes

**Question:** If I have a Salvage Title and my motor vehicle is older than ten years old, is the salvage inspection still required?

*Answer: Yes, once a Salvage Title has been issued the salvage inspection process must be completed.*

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

**Question:** What should I do if I discover that a motor vehicle that I purchased was previously salvaged?

**Answer:** *The law requires that the seller disclose any salvage brands at the time of sale. If you did not know that the vehicle was previously salvaged, you should:*

- *For a dealer sale, contact the Office of the Attorney General's Consumer Protection Division*
- *For a private sale, contact a private attorney*

**Question:** I have a Clear Title for my vehicle, but the RMV contacted me and indicated that it should be a Reconstructed Title. How can this be resolved?

**Answer:** *All questions on this matter should be referred to the Title Division. Occasionally, the RMV issues a Title without a brand when it should have been issued as Reconstructed.*

**Question:** Can I take a gift sales tax exemption on a vehicle, if I have a Lien on the vehicle?

**Answer:** *No. A customer who receives a vehicle as a gift but lists a lienholder on the RTA is not eligible for a sales tax exemption.*

- *When you come across a registration transaction listing a lienholder on the RTA, and the customer is also submitting Form MVU-24 claiming to have received the vehicle as a gift, you should deny the gift exemption and charge the customer sales tax.*
- *A lienholder listed on the RTA may imply that the new owner either borrowed money to purchase the vehicle or assumed a debt in connection with the transfer of ownership of that vehicle. In either case, the exemption must be denied. The transaction must be processed as a CASUAL SALE, and the sales tax calculated based on the vehicle's book value.*



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## APPENDIX I: KEYING TITLE INFORMATION FROM OOS TITLES

The following table gives you guidance on which number to enter into the Title number field for the titles from different states. Since states may update their titles or use different titles for different vehicle types.

State	Location
<b>Alabama (AL)</b>	Use the sequenced characters as shown in the "Title No." field at the upper left of the document
<b>Alaska (AK)</b>	Use the sequenced characters as shown in the "Title No." field at the upper left of the document.
<b>Arizona (AZ)</b>	Use the sequenced characters located on the left side of the title, one-third the way down. Do not use Previous <b>Title number, Film number, or inventory control number</b>
<b>Arkansas (AR)</b>	Use the sequenced title number in the upper left section of titles issued in 2006 and later, or enter the sequenced title number at the upper right section of titles issued before 2006
<b>California (CA)</b>	California does not specify title number. Use the 4-digit year, the 2-digit month and the 2-digit day shown in the "Issue Date" field. For example: the Issue Date field shows "5/27/08" the title number will be 20080527
<b>Colorado (CO)</b>	Use the sequenced title number as shown in the "Title Number" field at the upper right of the document
<b>Connecticut (CT)</b>	Use the sequenced title number as shown in the "Title Number" field at the top center of the document. <b>Do not use the "Previous Title Number"</b>
<b>Delaware (DE)</b>	Use "Title, Tag and Registration No." in the top left corner on newer titles, use "Title #" on older titles. <b>Include prefix of PC, C, CL, MC, FT, and U if present</b>
<b>District of Columbia (DC)</b>	Use the sequenced title number as shown in the "Title Number" field at the upper left of the document
<b>Florida (FL)</b>	Use the sequenced title number as shown in the "Title Number" field at the upper right of the document
<b>Georgia (GA)</b>	Use the sequenced title number as shown in the "Current Title Number" field at the upper right of the document. <b>Do not use "Previous Title Number"</b>
<b>Hawaii (HI)</b>	Use "License #" (usually 6 characters) in the top right corner of the title plus the last two digits of the year the title was issued
<b>Idaho (ID)</b>	Use the sequenced title number as shown in the "Title Number" field at the upper right of the document
<b>Illinois (IL)</b>	Use the sequenced title number as shown in the "Title No." field at the upper right of the document
<b>Indiana (IN)</b>	Use the sequenced title number as shown on the "Title Number" field at the lower right of the document. <b>Do not use the "Previous Title Number"</b>
<b>Iowa (IA)</b>	Use the sequenced title number as show on the "Title No." field at the upper left of the document
<b>Kansas (KS)</b>	Use the sequenced title number as shown in the "Title No." field at the upper left of the document

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

State	Location
Kentucky (KY)	Use the sequenced title number as shown on the "Title No." field at the upper left of the document. <b>Do not use the "Previous Title Number"</b>
Louisiana (LA)	Use the sequenced title number as shown in the "Title Number" field at the top of the document
Maine (ME)	Use the sequenced title number as shown in the "Title Number" box at the upper right of the document. <b>Do not use the "Previous Title Number"</b>
Maryland (MD)	Use the sequenced title number as shown in the "Title Number" field at the upper right of the document. <b>Do not use the red control number</b>
Massachusetts (MA)	Use the sequenced title number as shown in the "Title Number" field at the top left of the document. Do not use the "Previous Title Number"
Michigan (MI)	Use the sequenced title number as shown in the "Title Number" field at the upper left of the document
Minnesota (MN)	Use the sequenced title number as shown in the "Title Number" field at the upper left of the document
Mississippi (MS)	Use the sequenced title number as shown in the "Title Number" box at the top right of the document
Missouri (MO)	Use the sequenced title number as shown in the "Title Number" field at the top left of the document
Montana (MT)	Use the sequenced title number as shown in the "Title Number" field in the upper left of the document for newer titles. <b>Do not use the control number</b>
Nebraska (NE)	Use the sequenced title number as shown in the "Title Number" field at the bottom right of the document. <b>Do not use the "Previous Title"</b>
Nevada (NV)	Use the sequenced title number as shown in the "Title Number" field at the top right of the document. <b>Include the NV prefix when entering the title number</b>
New Hampshire (NH)	Use the sequenced title number as shown in the "Title Number" field at the top right of the document after 7/2011. Use the sequenced title number as shown in the "Title Number" field at the top left of the document prior to 7/2011
New Jersey (NJ)	Use the sequenced title number at the bottom right corner of the title. The title number is always reported to NMVTIS as a 17-digit number For example: at the bottom of a NJ title shows NN20081851234. The title number will show on NMVTIS as NN200818500001234
New Mexico (NM)	Use the sequenced title number as shown in the "Title Number" field at the upper right of the document. <b>Do not use the "Previous Title Number"</b>
New York (NY)	NY does not specify title number. Use the 4-digit year, the 2-digit month and the 2-digit day shown in the "Date Issue" field For example: the Date Issue field shows "5/27/08" the title number will be 20080527
North Carolina (NC)	Use the sequenced title number as shown in the "Title Number" field at the upper left of the document. <b>Do not use the "Previous Title Number"</b>
North Dakota (ND)	Use the sequenced title number as shown in the "Title Number" field at the upper left of the document. Do not use the "Previous Title Number"

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

State	Location
Ohio (OH)	Use the sequenced title number as shown in the "Title Number" field at the top right of the document. Do not enter any spaces
Oklahoma (OK)	Use the sequenced title number as shown in the "Title No" field at the top right of the document
Oregon (OR)	Use the sequenced title number as shown in the "Title Number" field at the upper left of the document. <b>Do not use the control number</b>
Pennsylvania (PA)	Use the sequenced title number as shown in the "Title Number" field at the top right corner of the document. <b>Do not include the 2 letters following the title number</b>
Rhode Island (RI)	Use the sequenced title number as shown in the "Title Number" field at the top right corner of the document. Use the sequenced title number as shown in upper left of the document issued after 2017
South Carolina (SC)	Use the sequenced title number as shown in the "Title Number" field in the upper right section of titles issued in 2003 or later. Titles issued before 2003 the title number was in the middle of the upper section of the title
South Dakota (SD)	Use the sequenced title number as shown in the "Title No." field at the upper left of the document.
Tennessee (TN)	Use the sequenced title number as shown in the "Title Number" field at the top right of the document
Texas (TX)	Use the sequenced title number as shown in the "Title Number" under the "Make" section. <b>Do not use control number</b>
Utah (UT)	Use the sequenced title number as shown in the "Title Number" field in the upper right portion of the document
Vermont (VT)	Use the sequenced title number as shown in the "Title No" field at the upper right portion of the document
Virginia (VA)	Use the sequenced title number as shown in the "Title No." field in the upper right of the document
Washington (WA)	Use the sequenced title number as shown in the "Certificate or Title Number" field in the center of the document
West Virginia (WV)	Use the sequenced title number as shown in the "Title Number" field at the upper right of the document
Wisconsin (WI)	Use the sequenced title number as shown in the "Title Number" field at the upper left of the document
Wyoming (WY)	Use the sequenced title number as shown in the "Title Number" field at the top right of the document


# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## APPENDIX J: NMVTIS AND ENTERING TITLE INFORMATION

When completing an EVR transaction for a vehicle that has an existing title, it's very important to ensure the Title information that you enter is correct for the following fields:

- Vehicle Condition
- Previous Title Issue Date
- Previous Title Number
- Previous Title State

These fields will be listed in Section C of the Registration and Title Application and should be confirmed against the vehicle's physical title document as these fields will affect the printing of the title.



C. Title Information		
C1. Vehicle Condition <input type="checkbox"/> New <input type="checkbox"/> Used		C2. Previous Title Issue Date (MM/DD/YYYY)
C3. Previous Title Number	Previous Title State	Previous Title Country
C4. Title Type: <input type="checkbox"/> Clear <input type="checkbox"/> Salvage <input type="checkbox"/> Reconstructed <input type="checkbox"/> Theft <input type="checkbox"/> Prior Owner Retained <input type="checkbox"/> Owner Retained		
C5. Primary Salvage Title Brand: <input type="checkbox"/> Repairable <input type="checkbox"/> Parts Only		
C6. Secondary Salvage Brand(s): <input type="checkbox"/> Vandalism <input type="checkbox"/> Flood <input type="checkbox"/> Theft <input type="checkbox"/> Fire <input type="checkbox"/> Salt <input type="checkbox"/> Collision <input type="checkbox"/> Other		

The Title Information you enter is verified through the National Motor Vehicle Title Information System (NMVTIS).

### Key Information about NMVTIS

- Since November 11, 2019, the RMV's system, ATLAS has been interfacing with NMVTIS which connects Massachusetts with the 49 participating states to help verify a vehicle's title.
- The main purpose of NMVTIS is to protect customers from fraud, unsafe vehicles, and from reselling stolen vehicles.
- NMVTIS responses can include that the vehicle has a brand on it in another state, has been in an accident, or is reported as stolen.
- The RMV now has a NMVTIS unit that must investigate when NMVTIS discrepancies occur during a transaction and follow up with any necessary actions.
  - To help ensure that the NMVTIS team only investigates true discrepancies it's vital to enter the information exactly as recorded on the vehicle's title.



**If there is a discrepancy between the information you enter for the title and what is listed in NMVTIS, the new title will not be issued to the customer or lienholder until it is resolved.**

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## APPENDIX K: SALES TAX EXEMPTIONS ON EVR

EVR Acceptable Sales Tax Exemptions			
Exemption	Write on RTA	Required Documents for the Exemption	Who Can Process
Gift	"G"	<ul style="list-style-type: none"> <li>✓ Title and/or previous Registration</li> <li>✓ MVU-24</li> </ul>	All Except Dealers
Family	"F"	<ul style="list-style-type: none"> <li>✓ Title and/or previous Registration</li> <li>✓ MVU-26</li> </ul>	All Except Dealers
Inheritance	"I"	<u>Inheritance by Beneficiary</u> <ul style="list-style-type: none"> <li>✓ Title and/or previous Registration</li> <li>✓ MVU-27,                             <ul style="list-style-type: none"> <li>• Or affidavit on administrator/ executor's letterhead describing the vehicle and bearing the signatures of both the administrator/ executor and the transferee.</li> </ul> </li> </ul>	All Except Dealers The registration of a vehicle inherited by a spouse needs to be processed at an RMV Customer Service Center
Purchased Outside of MA	"S"	<ul style="list-style-type: none"> <li>✓ Previous physical title</li> <li>✓ MVU-29                             <ul style="list-style-type: none"> <li>• Proof of OOS paid sales tax paid if vehicle was originally purchased within the last six (6) months</li> </ul> </li> </ul>	All
Tax Previously Paid to MA	"Q"	<ul style="list-style-type: none"> <li>✓ One of the following:                             <ul style="list-style-type: none"> <li>• Form ST7-R stamped as paid, or</li> <li>• Letter of Delivery, or</li> <li>• VIN Inquiry proving vehicle was previously titled in Massachusetts.</li> </ul> </li> </ul>	All
*Disabled	"P"	<ul style="list-style-type: none"> <li>✓ MVU-33</li> </ul>	All
Long Term Lease	"L"	<ul style="list-style-type: none"> <li>✓ Form ST-1</li> </ul>	All
Short Term Lease	"V"	<ul style="list-style-type: none"> <li>✓ Form ST-1</li> </ul>	All
Tax Exempt Organization	"E"	<ul style="list-style-type: none"> <li>✓ Form ST-2</li> </ul>	All
Even Trade	"Even Trade"	<ul style="list-style-type: none"> <li>✓ No additional document required but the RTA must reflect the allowance for the trade-in(s)</li> </ul>	Dealer Only
Disabled Veteran	N/A	<ul style="list-style-type: none"> <li>✓ Customer must already have DV plates</li> </ul>	All

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## APPENDIX L: SAMPLE LETTER OF DELIVERY

**SAMPLE**

THE COMMONWEALTH OF MASSACHUSETTS  
SALES AND USE TAX BUREAU  
P.O. BOX 7027, BOSTON, MA 02204

PLEASE NOTARIZE

**DEALER'S CERTIFICATION OF MOTOR VEHICLE DELIVERY  
OUTSIDE THE COMMONWEALTH OF MASSACHUSETTS**

Purchaser's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Make of Vehicle: \_\_\_\_\_

Model and Year of Manufacture: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Date of Delivery: \_\_\_\_\_

Delivery Address: \_\_\_\_\_

Number and Street

City and State

Name: \_\_\_\_\_ and \_\_\_\_\_

Address

of employee or agent making delivery.

Odometer reading before \_\_\_\_\_ and after delivery \_\_\_\_\_

The undersigned motor vehicle dealer certifies under the penalties of perjury that the foregoing information with respect to the purchase and sale of the vehicle described herein is true.

Dealer Name: \_\_\_\_\_

Business Address: \_\_\_\_\_

Number and Street

City and State

Date: \_\_\_\_\_

By: \_\_\_\_\_

Authorized Signature

(Dealer should retain this form in file against possible later audit by the Commonwealth of Massachusetts.)



# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## APPENDIX M: DETERMINING WHETHER A PLATE SHOULD BE PASSENGER OR COMMERCIAL

**If the vehicle is used exclusively for personal, recreational, or commuting purposes and you can select one or more requirement that it meets from the following checklist, then it is eligible for Passenger Normal plates:**

- ☐ The vehicle has a gross vehicle weight rating (GVWR) or curb weight (vehicle with no load) of six thousand (6,000) pounds or less.
  - *Note: Do not refuse to issue passenger plates to a vehicle just because it weighs over 6,000 lbs. If the vehicle weighs over 6,000 lbs., but meets one of the other requirements listed, it is eligible for passenger plates.*
- ☐ The vehicle is a sport utility vehicle or passenger van.
- ☐ The vehicle is a pickup truck or cargo van of the half-ton, three-quarter ton, or one-ton class (per the manufacturer's description on the certificate of origin) that is registered or leased to an individual.
- ☐ The vehicle is used solely for official business by a college or university police department whose officers are appointed as special police officers by the colonel of the state police.
- ☐ The vehicle is used by certain non-profit corporations or car-sharing organizations.
- ☐ The vehicle is a pick-up truck or van having a registered weight of 5,000 pounds or less and having no more than four wheels.
- ☐ The vehicle is a pickup truck or cargo can with a GVWR of 16,000 lbs. or less and is registered or leased to an individual or individual trust and is being used solely for personal use.
- ☐ The vehicle is a dual-axel vehicle (i.e., pickup trucks with 6 wheels) This would include hauling the family camper, boats, etc.
- ☐ The vehicle meets the definition of a Private Passenger Vehicle (Per 540 CMR 2.0).
  - *Note: In this scenario, the customer they can still apply for commercial plates if needed.*

**If you can answer yes to one or more of the following questions, then the customer should apply for Commercial Normal plates:**

- ☐ Has the customer requested a commercial plate?
- ☐ Is the vehicle used for commercial purposes?
- ☐ Does the vehicle have permanent lettering on the side?
- ☐ Is the vehicle used to store or transport tools for employment?
- ☐ Does the vehicle weigh 6000 lbs. or more?
  - *Note: Even if yes, the customer can still apply for passenger plates if they qualify.*
- Does the vehicle have 5 or more wheels?
  - *Note: If the vehicle is used for recreational purposes, it may be suitable for passenger plates. However, if a company purchases a vehicle (other than a lease) that weighs 6000 lbs. or more, the Service Provider software will only allow for a Commercial plate to be issued to that vehicle.*
- Is the customer conducting intrastate business and meet the criteria in questions above?
  - *Note: If the customer will be conducting business interstate (out of state) frequently, they will require Apportion plates. These can only be obtained at an IRP Service Center. IRP branches are located Lawrence Quincy, Milford, Wilmington, and Springfield.*

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## APPENDIX N: PASSENGER PLATE PRORATION CHART

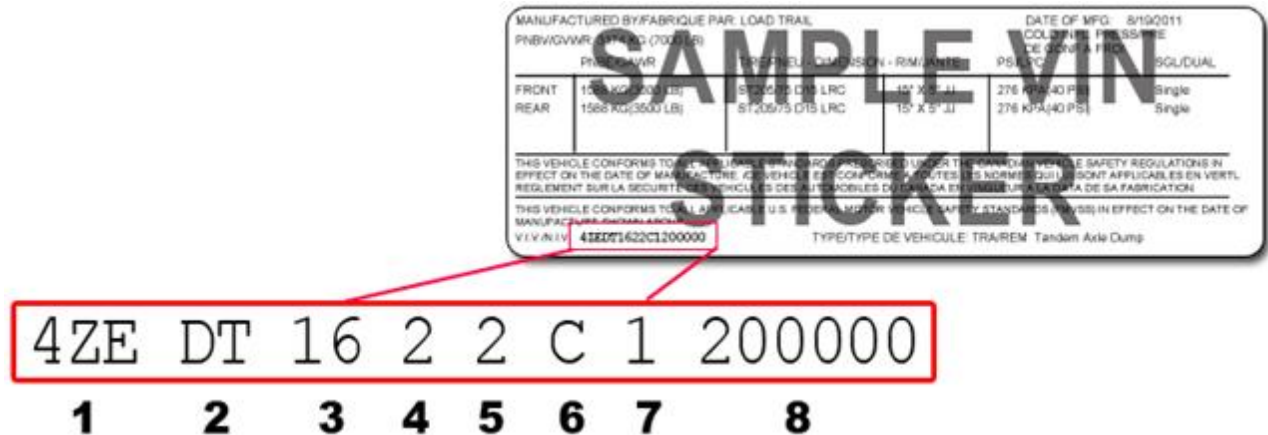
The following chart can be used to calculate the anticipated registration fee for passenger plates that use the last digit in the plate sequence to determine the expiration month of the plate.

Passenger Plate Proration Chart												
CURRENT MONTH >>	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
1 ENDING	\$32.50	\$60.00	\$57.50	\$55.00	\$52.50	\$50.00	\$47.50	\$45.00	\$42.50	\$40.00	\$37.50	\$35.00
2 ENDING	\$35.00	\$32.50	\$60.00	\$57.50	\$55.00	\$52.50	\$50.00	\$47.50	\$45.00	\$42.50	\$40.00	\$37.50
3 ENDING	\$37.50	\$35.00	\$32.50	\$60.00	\$57.50	\$55.00	\$52.50	\$50.00	\$47.50	\$45.00	\$42.50	\$40.00
4 ENDING	\$40.00	\$37.50	\$35.00	\$32.50	\$60.00	\$57.50	\$55.00	\$52.50	\$50.00	\$47.50	\$45.00	\$42.50
5 ENDING	\$42.50	\$40.00	\$37.50	\$35.00	\$32.50	\$60.00	\$57.50	\$55.00	\$52.50	\$50.00	\$47.50	\$45.00
6 ENDING	\$45.00	\$42.50	\$40.00	\$37.50	\$35.00	\$32.50	\$60.00	\$57.50	\$55.00	\$52.50	\$50.00	\$47.50
7 ENDING	\$47.50	\$45.00	\$42.50	\$40.00	\$37.50	\$35.00	\$32.50	\$60.00	\$57.50	\$55.00	\$52.50	\$50.00
8 ENDING	\$50.00	\$47.50	\$45.00	\$42.50	\$40.00	\$37.50	\$35.00	\$32.50	\$60.00	\$57.50	\$55.00	\$52.50
9 ENDING	\$52.50	\$50.00	\$47.50	\$45.00	\$42.50	\$40.00	\$37.50	\$35.00	\$32.50	\$60.00	\$57.50	\$55.00
0 ENDING	\$55.00	\$52.50	\$50.00	\$47.50	\$45.00	\$42.50	\$40.00	\$37.50	\$35.00	\$32.50	\$60.00	\$57.50

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## APPENDIX O: TRAILER VIN BREAKDOWN

The following sample picture explains what each set of numbers in a trailer VIN means. This information can help you when registering trailers and semi-trailers. The Trailer Product Line (#2) can be used to determine if a trailer needs a Trailer or Semi-Trailer plate.



1. Company Identifier (4ZE = Load Trail, 5L8 = Load Max)
2. Trailer Product Line
  - Dump & Gooseneck Dump Trailers - DS, DT, DV, DZ, GD, GM, GV, GZ, PX, GX
  - Heavy Duty Goosenecks & Pintle Hooks - PH, GH, PR, GR
  - Low-Pro Goosenecks & Pintle Hooks - PP, PL, GP, GL
  - Single Axle and Single Axle Landscape - ZE, SE, SA, SS, SB, SC, LS, SH, AT
  - Tank Trailers - FT
  - Standard Goosenecks & Pintle Hooks - DK, PS, GS
  - Tandem Axle Utility and Tandem Axle Landscape - AT, UE, UT, UD, LT
  - Tilt Decks - TM, TD, TT, TL, TH, GG, GT, GN, PE, PT, GE
  - Car haulers - CH, CP, CS, CC, CZ, CC, BC, EH, GC, GB, GF, EG
3. Trailer Length (in feet)
4. Number of Axles (1-single, 2-tandem, or 3-triple)
5. Check Digit (Calculated digit based on all other VIN characters used for validation)
6. Year of Manufacture (T = 1996, V = 1997, W = 1998, X = 1999, Y = 2000, 1 = 2001, 2 = 2002, 3 = 2003, 4 = 2004, 5 = 2005, 6 = 2006, 7 = 2007, 8 = 2008, 9 = 2009, A = 2010, B = 2011, C = 2012, D = 2013, E = 2014, F = 2015, G = 2016, H = 2017, J = 2018, K = 2019, L = 2020, M = 2021)
7. Production Plant (1, 2 or 3)
8. Serial Number (Number used to indicate production sequence.)

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## APPENDIX P: VEHICLE TRIM NAMING CONVENTION

This chart breaks down the naming convention of the Vehicle Trim field that may need to be entered on the RTA.

Base & Mid-level Trim Naming Convention	Sport & Performance Trim Naming Convention	Luxury Trim Naming Convention
L - Entry Level Grade	GT - Gran Turismo	ES - Executive Sedan
S - Standard	GTS - Gran Turismo Sport	EX-L - Extra Luxury
SL - Standard Level	RS - Rally Sport	LE - Luxury Edition
EX - Extra	RST - Rally Sport Truck	LT - Luxury Touring
SV - Standard Value	SR - Sport Rally	LX - Luxury
SXT - Standard Extra Trim	SRT - Street and Racing Technology	LTX - Luxury Touring Special
SLE - Special Level Extra	LS - Luxury Sport	LTD - Limited
L - Entry Level Grade	SE - Sport Edition	SEL - Special Edition Limited
S - Standard	SX - Sport Crossover	SLT - Special Luxury Touring
SL - Standard Level	SV - Special Version	XLE - Executive Luxury Edition
EX - Extra	XSE - Extreme Sport Edition	XLT - Extra Luxurious Truck / Extra Level Touring
SV - Standard Value	XL - Extra Load	Editions (ex. Black Label or 80th Anniversary)
	TRD - Toyota Racing Development	

# EVR TRADITIONAL TRAINING REFERENCE GUIDE

## APPENDIX Q: SAMPLE FORM ST-7R

  
**Massachusetts Department of Revenue**  
**Form ST-7R**  
**Motor Vehicle Certificate of Payment of Sales or Use Tax**

Name of purchaser/business	First name (required for individuals)	Federal identification number	Social Security number (required for individuals)
Mailing address			
City/Town	State	Zip	
Fill in if: <input type="radio"/> Business <input type="radio"/> Sole proprietor <input type="radio"/> Individual			
Model year of motor vehicle or trailer sold	Make of trailer or vehicle	Model name	
Type	Vehicle identification number	Date of sale (mm/dd/yyyy)	

**Part A. Sale by licensed motor vehicle dealer.** Required by dealer.

1 Gross sales price .....	1	
2 Manufacturer's excise (section 40B1(A) of IRC) (only if new motor vehicle) .....	2	
3 Trade-in allowance (if any) .....	3	
Model year	Make of traded-in vehicle	Vehicle identification number
4 Manufacturer's rebate .....	4	
5 Total adjustments. Add lines 2 through 4. ....	5	
6 Taxable sales price. Subtract line 5 from line 1. ....	6	
7 Sales tax. Multiply line 6 by .0625. ....	7	

**Part B. Sale by person other than motor vehicle dealer**

1 Gross sales price .....	1	
2 Use tax. Multiply line 1 by .0625 .....	2	

**Part C. Capitalized cost reduction**

1 Taxable capitalized cost reduction .....	1	
2 Sales tax. Multiply line 1 by .0625 .....	2	

**Declaration**  
The undersigned certifies under the penalties of perjury that all items and statements herein contained are true and accurate in every particular.

Firm name of purchaser (if any)	Signature	Date	Title
Firm name of seller (if any)	License number (if dealer)		
Signature of seller	Title	Sales/use tax registration no. (required if dealer)	
Mailing address	City/Town	State	Zip

Submit this return with payment in full to **Massachusetts Department of Revenue, PO Box 7012, Boston, MA 02204**. Make check or money order payable to **Commonwealth of Massachusetts**. File this return online at [mass.gov/masstaxconnect](http://mass.gov/masstaxconnect).

Tax payment for amount entered above has been received. This claim is subject to verification and assessment by the Department of Revenue. Erroneous information will result in suspension of registration.

Approved by Department of Revenue representative	Date
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**SAMPLE**