



Registration Drop Off Center Post Drop Off Information Sheet

Thank you for using the RMV's Registration Drop Off Center services!

What should you expect?

- Once we complete your transaction, you will receive an email to make payment online. The turnaround time to receive an email is within 4 business days. Please check your email for communication from the RMV.
 - For detailed step-by-step instructions on making an online payment, visit: <https://www.mass.gov/doc/making-an-email-initiated-payment/download>
- Check your "SPAM" or "JUNK" folder - there is a possibility the RMV email may end up there.
- **If it has been more than 4 business days and you have not received an email and there is not an email in your "SPAM" or "JUNK" folders, send an email to RMVRegDropOff@state.ma.us**
- **If you do not receive an email or phone call within 10 business days, please return to the Drop Off Center to determine if there are any issues with the transaction or paperwork. If we do not hear from you within 60 calendar days from the date the paperwork was dropped off, we will mail all paperwork back to the address on record with the RMV.**
- After you have paid all fees and have received confirmation, follow the link provided in the email or go to the RMV's Online Service Center at Mass.Gov/RMV and login to your myRMV profile to print your temporary plates and/or registration.
- Once your temporary plate is printed, place it in the sleeve provided and attach it to the rear of your vehicle.
- **Permanent plates and/or registrations will be mailed to most owners and will arrive within 7 business days of making your payment.**
- **You must get your vehicle inspection within 7 days of making the online payment.** Vehicles can be inspected with temporary plates.

Notes:

- If you register a vehicle with an FID Number, you will need to pick up the plates and/or registration at the location the transaction was dropped.
- If a special plate that is currently in stock at the Registration Drop Off Center is requested, you will need to pick up the plates and/or registration at the location the transaction was dropped.
- If no plates need to be issued (such as for a plate transfer), only the registration will be mailed to you.
- If you cannot access your myRMV profile online, you may need to return to the Registration Drop Off Center to pick up your temporary plates and/or registration.

Important: Insurance stamps on the *Registration and Title Application* (RTA) are valid for only 30 days. Any transaction that is completed and waiting for payment past the valid date on the RTA will be automatically voided and would need to be re-submitted with updated information, including an updated stamp from your insurance company/agent.

Frequently Asked Questions:

Question: It has been more than 4 business days since I dropped off my transaction. Why have I not received an email requesting payment?

Answer: Please confirm the email account you gave us for payment is correct and check your "SPAM" or "JUNK" folders. If there is not an email in your "SPAM" or "JUNK" folders, please send an email to RMVRegDropOff@state.ma.us to check the status of your transaction.

Question: It has been more than 7 days and I have not received my plates in the mail. Who do I contact?

Answer: If it has been more than 7 business days and you have not received your permanent plates in the mail, email us at RMVRegDropOff@state.ma.us.

For additional information on RMV services during the COVID-19 pandemic, visit:
<https://www.mass.gov/info-details/rmv-covid-19-information>.