

REGISTRATION DROP OFF CENTERS



October 21, 2020

How Does An RMV Drop-Off Center Work?

- The drop-off centers are dedicated exclusively to registration and title transactions for both individual and commercial customers.
- Customers can drop off their completed Registration and Title Application (RTA), applicable supporting documents, and completed [drop-off center form](#).
- Transactions will be processed and completed on a first-come, first-served basis, and all drop-off transactions will be completed within four business days.
- Payment must be done online, and customers will receive email with payment amount and instructions once paperwork is processed.

Drop-Off Process Summary

- **Customers can visit any Registration Drop-Off Center during business days between the hours of 9:00 a.m. and 4:00 p.m., without making an appointment, to drop-off their transaction paperwork.**
- Prior to visiting one of the drop-off centers, customers must compile and complete all appropriate paperwork and any supporting documents and fill out [drop-off center form](#). (Note: form can be pre-filled online.)
 - Customers must have a completed/stamped RTA from insurance company/agent.
 - Customers must drop-off the required paperwork within 30 days of insurance becoming active.
 - Drop-offs with an incomplete or inaccurate RTA will not be processed.
- An RMV door advocate will review the customer's paperwork to ensure it's correctly completed. Customers will not be allowed to wait but will be contacted by email within four days after drop off with payment amount and instructions. Payment must be done online via the RMV's [email-initiated payment process](#).
- Once payment is successfully processed, paperwork will be ready to be picked up at drop-off center within one hour.

What Transactions are Eligible for Processing at Drop-Off Centers?

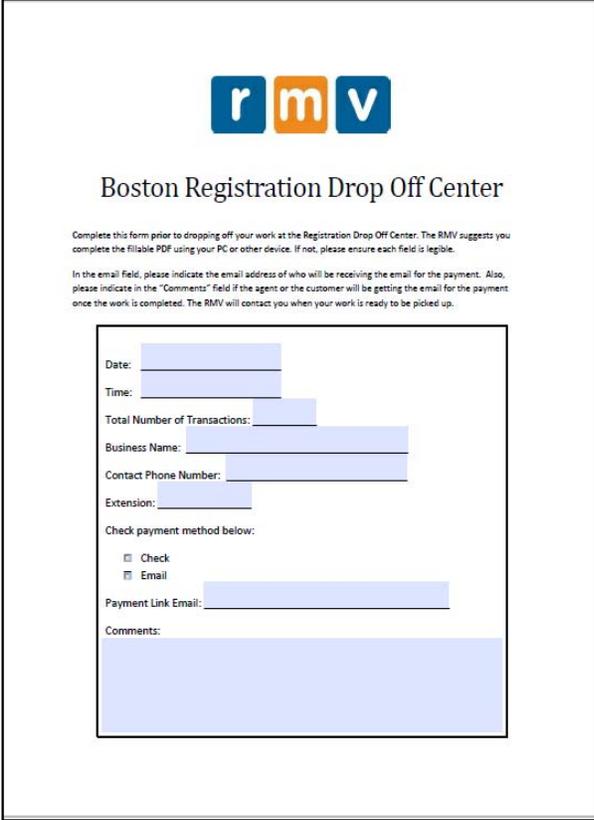
The following transactions, for both individual and commercial customers, can be dropped off:

- Register and title a vehicle
- Transfer plate to a new vehicle
- Reinstate a registration
- Apply for a registration only
- Transfer a plate between two vehicles
- Register previously titled vehicle
- Transfer vehicle to surviving spouse
- Registration Amendments
- Plate Cancellations

Individual registration renewals must be done either online, by mail, or via automated telephone, and are not eligible for drop-off service.

Commercial Registration Drop Off Cover Sheets

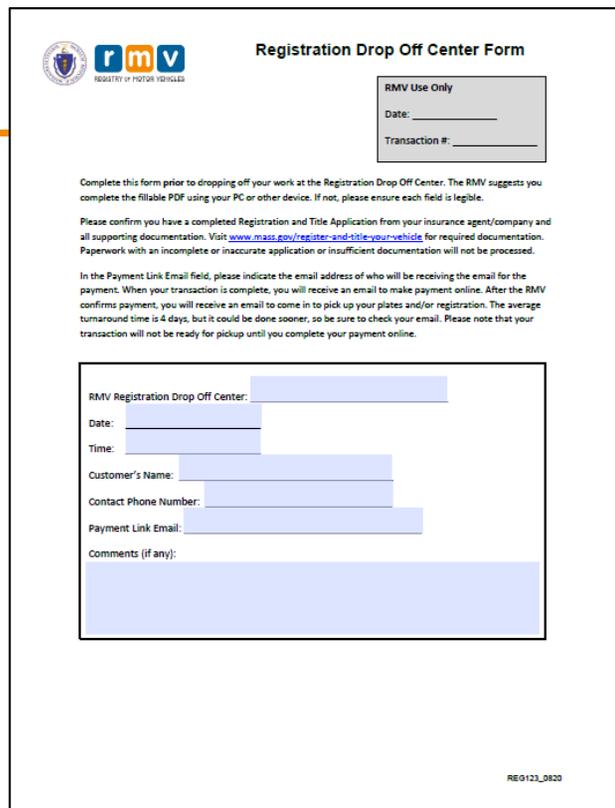
- Dealerships, agents, and runners should complete one of the cover sheets depending on which Drop Off Center you will be visiting. Complete the form and **prior** to dropping off your work at the Registration Drop Off Center.
 - The RMV suggests you complete the fillable PDF using your PC or other device. If not, please ensure each field is legible.
 - <https://www.mass.gov/lists/registration-cover-sheets-for-drop-off-work>



The image shows a cover sheet for the Boston Registration Drop Off Center. At the top center is the RMV logo, consisting of three squares: a blue square with a white 'r', an orange square with a white 'm', and a blue square with a white 'v'. Below the logo is the title "Boston Registration Drop Off Center". Underneath the title are two lines of small text: "Complete this form prior to dropping off your work at the Registration Drop Off Center. The RMV suggests you complete the fillable PDF using your PC or other device. If not, please ensure each field is legible." and "In the email field, please indicate the email address of who will be receiving the email for the payment. Also, please indicate in the 'Comments' field if the agent or the customer will be getting the email for the payment once the work is completed. The RMV will contact you when your work is ready to be picked up." Below this text is a large rectangular form with a light blue background and a black border. The form contains the following fields: "Date:" with a light blue input box; "Time:" with a light blue input box; "Total Number of Transactions:" with a light blue input box; "Business Name:" with a light blue input box; "Contact Phone Number:" with a light blue input box; "Extension:" with a light blue input box; "Check payment method below:" with two radio buttons, "Check" and "Email"; "Payment Link Email:" with a light blue input box; and "Comments:" with a large light blue text area.

Individual Registration Drop Off

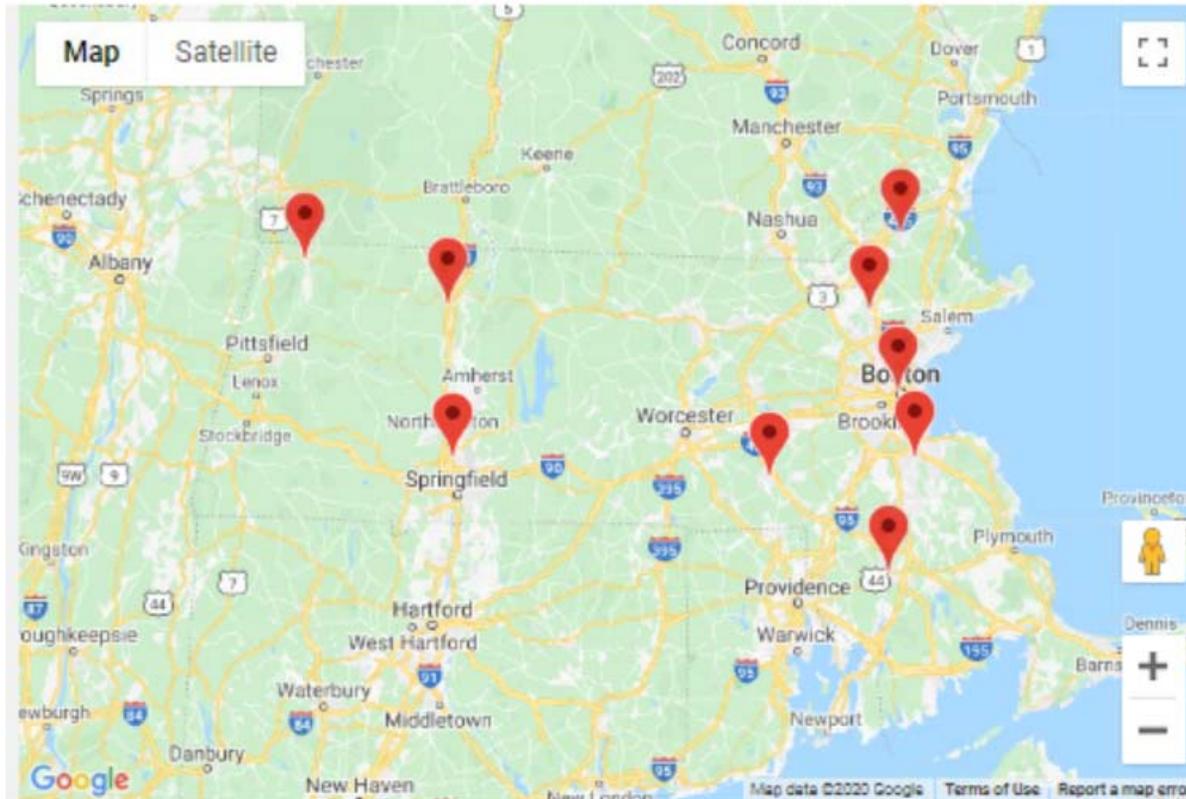
- Complete this [form](#) prior to dropping off your work at the Registration Drop Off Center.
 - The RMV suggests you complete the fillable PDF using your PC or other device. If not, please ensure each field is legible.
- Obtain a completed Registration and Title Application from your insurance agent/company and all supporting documentation.
 - Visit www.mass.gov/register-and-title-your-vehicle for required documentation. Paperwork with an incomplete or inaccurate application or insufficient documentation will not be processed.
- In the Payment Link Email field, indicate the email address of who will be receiving the email for the payment.
- When your transaction is complete, you will receive an email to make payment online.
- After the RMV confirms payment, you will receive an email to come in to pick up your plates and/or registration. Your transaction will not be ready for pickup until you complete your payment online.



The image shows a form titled "Registration Drop Off Center Form" from the Registry of Motor Vehicles (RMV). The form includes a header with the RMV logo and the text "REGISTRY OF MOTOR VEHICLES". Below the header is a section for "RMV Use Only" with fields for "Date:" and "Transaction #:". The main body of the form contains instructions: "Complete this form prior to dropping off your work at the Registration Drop Off Center. The RMV suggests you complete the fillable PDF using your PC or other device. If not, please ensure each field is legible." It also states: "Please confirm you have a completed Registration and Title Application from your insurance agent/company and all supporting documentation. Visit www.mass.gov/register-and-title-your-vehicle for required documentation. Paperwork with an incomplete or inaccurate application or insufficient documentation will not be processed." A note about the Payment Link Email field says: "In the Payment Link Email field, please indicate the email address of who will be receiving the email for the payment. When your transaction is complete, you will receive an email to make payment online. After the RMV confirms payment, you will receive an email to come in to pick up your plates and/or registration. The average turnaround time is 4 days, but it could be done sooner, so be sure to check your email. Please note that your transaction will not be ready for pickup until you complete your payment online." The form has several fields for data entry, all of which are redacted with blue boxes. These fields include: "RMV Registration Drop Off Center:", "Date:", "Time:", "Customer's Name:", "Contact Phone Number:", "Payment Link Email:", and "Comments (if any):". The form number "REG0123_0820" is printed in the bottom right corner.

- If it has been more than 4 business days and 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.
- Please do not show up to check on transactions, use the email

LOCATIONS FOR DROP OFF REGISTRATIONS



www.mass.gov/registration-drop-off-centers



Registration Drop Off Center Pre Drop Off Information Sheet

How Does 'Drop-Off' Registration and Title Service Work?

- Customers in need of one of the services listed below should compile and complete all appropriate paperwork and any supporting documents. This includes contacting their insurance agent/company to obtain a completed *Registration and Title Application (RTA)*. Customers must drop-off the required paperwork within 30 days of obtaining their RTA. Drop-offs with an incomplete or inaccurate RTA will not be processed.
 - Register and title a vehicle
 - Transfer plate to a new vehicle
 - Reinstate a registration
 - Apply for a registration only
 - Transfer a plate between two vehicles
 - Register previously titled vehicle
 - Transfer vehicle to surviving spouse
 - Registration Amendments
 - Plate Cancellations
- Customers can visit any Registration Drop Off Center between 9:00AM and 4:00PM to drop-off their transaction paperwork. The security guard will assist the customer with paperwork and the drop off process. Customers will not be allowed to wait for the transaction. They will receive an email within a few days when their transaction is completed.
- Transactions will be processed in the order received. When the transaction is complete, customers will receive an email to make payment online. Once payment has been made, customers can return to pick up their transactions. Transactions will not be ready for pickup until customers complete their payment online.
- Customers return to the Drop Off Center to pick up their plates and/or registration.

How Long is the 'Drop-Off' Turnaround Time?

Turnaround time for completion of drop-off transactions is within 4 business days. However, it could be done sooner, so customers should make sure to check their email.

There may be additional wait times if transaction paperwork is incomplete, inaccurate, or requires additional review.

Customers dropping-off or picking-up their paperwork will be served in the order of arrival and should anticipate a wait time for the intake and pick-up process.

Where is My Nearest Registration 'Drop-Off' Center and When Can I Visit?

Visit <https://www.mass.gov/registration-drop-off-centers> for a complete list of Registration Drop Off Center locations and business hours.

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

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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?

- The average turnaround time is 4 business days, but your transaction may be completed sooner than 4 business days.
- Once we complete your transaction, you will receive an email to make payment online. Please check your email regularly for communication from the RMV.
- It is important to note there is a possibility the RMV email may end up in your "SPAM" or "JUNK" folder.
- If it has been more than 4 business days and 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.
- For detailed step-by-step instructions on making an online payment, visit: <https://www.mass.gov/doc/making-an-email-initiated-payment/download>
- After you have paid all fees associated with your registration and have received confirmation of your payment, please return to the Drop Off Center where you dropped off your registration paperwork between 9:00am and 4:15pm to collect your plates and/or registration.
- Your transaction will not be available for pickup until you have completed your payment online.**

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:** Can I renew my license at a Registration Drop Off Center?
Answer: The Registration Drop Off Centers are dedicated to processing registration transactions only. You can make a reservation to renew your license at Mass.Gov/RMV at a non-Drop Off Center.
- Question:** It has been more than 4 business days since I dropped off my transaction. Why have I not received my 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:** Once I pay, where do I go to pick up my plates and/or registration?
Answer: You will return to the same Registration Drop Off Center you originally visited. When you arrive, please check in with our security officer who will direct you to the pick up area.

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

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www.mass.gov/registration-drop-off-centers



Reservations

Do I Have to Use Drop-Off Center for Registration Transactions?

No. Customers can make reservations for in-person RMV Service Center visits for certain registration and title transactions through the [Online Service Center](#).

- The RMV has a strict no walk-in policy at its Service Centers open to the general public. Reservations are available only for certain necessary and required in-person transactions that cannot be completed online, by phone, or by mail.
- If you need to complete an in-person transaction, you are required to make or cancel a reservation online at [Mass.Gov/RMV](https://www.mass.gov/rmv).

Reservations vs. Registration Drop Off

- **Reservations:** Generally, there is a two week (14 days) wait time for a Service Center appointment
- **Registration Drop Off Center:** The Drop Off Centers will usually have your transaction completed within a few days and not more than 4 days

Thank you.
