

RMV Auto Dealers Webinar, March 26, 2020

Webinar Question	Response
Can we register cars thru CVR?	Yes, the RMV continues to support the EVR program through our two service providers, CVR and Dealertrack.
Sorry, I may have missed the Dealer Plate answer. If I haven't received ours yet, who do I contact to find out why we haven't?	You can always reach out to us via email: RMVAtlasSupport@dot.state.ma.us
Dealers are able to be open to process registrations through EVR, since they can't be processed remotely?	Businesses should follow the COVID-19 state of emergency guidelines when deciding to be open or not. The RMV continues to support the EVR program through our two service providers, CVR and Dealertrack.
Will dealers be allowed to process transactions by appointment as well at these 8 locations or is this for non-dealers?	Service center appointments are for single transactions. Bulk or commercial transactions should be dropped off at Chicopee, Milford, or Wilmington.
We received our communication for our dealer registration via snail mail yesterday and resent all paperwork back out in yesterday's mail. Will this still be processed in time?	This depends upon when we receive the paperwork. We are currently up to date and have no backlog.
How far behind are printing of electronic titles from a lienholder?	There is no backlog. Once the RMV receives the lienholders electronic release, the title is mailed the following business day. RMVAtlasSupport@dot.state.ma.us
I would like a list of the branches that are open for business	Currently, it's Boston, Brockton, Fall River, Lawrence, Pittsfield, Plymouth, Springfield, Worcester. This is subject to change. Visit our COVID-19 update page. RMV COVID-19 Info
Will a license that is "expired" still be valid for EVR purposes?	No, expired licenses that have not been extended are not considered valid. The RMV has extended licenses from March 1 - May 31. To see details about recent license extensions, visit our COVID-19 update page. RMV COVID-19 Info
To support online transactions can we use e-signatures on RTA forms? Using docusign or similar service? We already do not get wet stamps from insurance companies. We are looking to be able to send customers an RTA for remote signature.	This is something we are actively exploring. Currently, we cannot accept an eSignature on an RTA form.
What if my inspection station license expires and I do not have the new License yet?	Currently all professional credentials, including inspection station licenses that have expired or are expiring between March 10 and May 31, are extended for 90 days after the state of emergency is lifted and are considered "active." Inspection stations whose licenses expired prior to March 10 are expired, and must renew license in order to perform vehicle inspections.
Are scanned copies of any customer signed documents acceptable?	The RMV accepts most customer-signed documents via scanned/fax; however, vehicle titles and Certificates of Origin need to be original documents thus cannot be sent electronically.
What about dealer plate stickers? We sent it in and have not received them	All dealer registration renewals have been processed to date. If you still haven't received, please email us: RMVAtlasSupport@dot.state.ma.us
We rent vehicles, can we still rent to a customer if the license has expired?	No, if a customer's license is expired (and not extended due to the state of emergency), they cannot drive. However, the RMV implemented a 60-day extension for licenses expiring between March 1 and May 31, 2020. If license expired before March 1, the customer's license must be renewed to legally drive.
Will titles still be sent out as normal or is there going to be a delay?	Yes, titles are still being processed and mailed daily, and there is currently no delay. Applicants should receive a title within 10 business days of the processed application. Duplicate titles are being processed with a delay due to shifting priorities from the pandemic. Currently, the RMV is processing duplicate titles from April 17.
If a vehicle registration is expiring this month do they receive an extension as well?	Yes, all passenger plate registrations have been extended: March expirations are now due in July, April expirations are due in June, and May expirations are due in July.
Will we be able to still order and receive supplies - ex plates etc	Yes, as of now.
Will Dealer plates expiring at the end of March or April also be extended?	All dealer plates expired on March 31, and there was no extension provided.

Can bundles still be Fedex to Section 5 address or will they have to be dropped off in Wilmington, other open B2B?	RMV is still accepting mail at QHQ and Section 5 address.
What is IRP?	International Registration Plan. IRP is a registration agreement among states of the United States, the District of Columbia, and provinces of Canada. IRP is a program for licensing commercial vehicles traveling in two or more IRP jurisdictions. Fees are based upon mileage and weight information submitted by the carrier.
DealerTrack does EVR too?	Yes. Dealertrack and CVR are RMV EVR business partners. Both are currently operational.
Can RI dealers use drop off at Milford, Wilmington, and Springfield?	Yes, for Massachusetts registrations. Chicopee replaced Springfield B2B on May 18.
What office should work that was processed at the dealer on this past Monday & Tuesday be sent? it's typically sent to Quincy	The RMV is still accepting mail at the Quincy location.
Could dealers drop off paperwork to Springfield MA office?	As of May 18, Chicopee replaced Springfield. Dropoffs are accepted at the B2B offices at Chicopee, Milford, and Wilmington.
Can runners still go to RMV?	Yes, they can drop off at B2B open locations in Chicopee, Milford, and Wilmington. More info on website COVID page: RMV COVID-19 Info
What about the blank check policy?	The RMV is still accepting blank checks at the B2B Service Centers. The blank check policy will not go into effect until further notice. We will provide further information on the policy once a revised date is determined.
If some of our Dealerships are New Hampshire Dealers what Service Center should they send a Runner to register a customers car?	They can drop off at B2B open locations in Chicopee, Milford, and Wilmington, or make appointment at one of our open service centers. More info here: RMV COVID-19 Info
Do you need an appointment for the listed Service Centers or can you do a walk-in?	Yes, all appointments right now are on a scheduled-basis only. Visit RMV's Online Service Center for details and to make a reservation. Dealers/runners cannot make a reservation and must go to a B2B center in Chicopee, Milford, or Wilmington. www.Mass.Gov/myRMV
Can we as a dealer sell a vehicle by appt only and register and deliver that vehicle from the dealership during the shutdown?	Businesses should follow the COVID-19 state of emergency guidelines when deciding to be open or not. The RMV continues to support the EVR program through our two service providers, CVR and Dealertrack for electronic registrations.
MIADA brought a suggestion to open Drive Sights to MIADA members that do not have a Drive sight to keep traffic down at the RMV offices. We have contacted Dealertrack and they say that it is just a software update. Now would be a great time to implement that program.	The RMV is currently researching this possibility. Current policy allows EVR participants to process work only for their own customers.
Are insurance agents able to process re-assignments of vanity plates?	A license plate reassignment is done when a customer leases a vehicle and wishes to retain possession of his or her current plate. In this case, the plate would be reassigned to the leasing company. A plate can also be reassigned from a leasing company to an individual, or from one leasing company to another. A reassignment can only be done for a newly purchased or leased vehicle, and a Registration and Title Application must be used. Through EVR a plate can only be reassigned when a lease is involved. Through the EVR program, vanity plate reassignments connected to leased vehicles are allowed if it is the same owner/lessee.
Is there an extension on in-state transfers?	No, the 7-day transfer law is still applicable.
Is Worcester registry open for walk in service ?	The RMV is not supporting walk-in service. Worcester is one of the eight service centers open to the general public for appointment only, and this is subject to change. This information is updated regularly on our website. The Chicopee, Milford, and Wilmington RMV Service Centers currently remain open to exclusively perform commercial transactions RMV COVID-19 Info
Will EVR continue to run normal hours of operation?	As of now, yes, although this could change based on staffing and COVID-19 issues.