



# Electronic Vehicle Registration (EVR)

## Error Resolution Manual

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# EVR Error Resolution Manual (Help Desk)

## Overview

This manual was created to provide guidance to Registry of Motor Vehicles (RMV) Business Support (Help Desk), Electronic Vehicle Registration (EVR) Client Support, and individual EVR Participants regarding correcting errors made at EVR locations. When necessary, RMV Business Support enters notes on any error correction(s) processed on the EVR account in ATLAS.

**IMPORTANT:** This document only covers the processing of error corrections for EVR Phase 2 functionality.

Proceed to the applicable scenario(s) to determine the proper handling, as necessary.

## Scenarios

### Lienholder Corrections

#### Scenario #1 - Incorrect Lienholder Listed on RTA Form and Entered on the Transaction:

##### If the Title has not been issued:

1. A corrected RTA Form is required from the EVR End User location to be emailed to the RMV Business Support Representative indicated at time of the call.
2. Service Provider Support contacts RMV Business Support to notify them of the error.
3. The RTA Form is emailed as directed and RMV Business Support processes a lienholder correction in ATLAS.

##### If the Title has been issued either in paper or electronic form:

The EVR End User location must contact the incorrect lienholder for a lien release and complete a Title Amendment form that is mailed to the address on the application along with a check for \$25.00.

#### Scenario #2 - No Lienholder is Listed on the RTA Form but There is One for the Transaction:

##### If the Title has not issued:

1. A corrected RTA Form is required from the EVR End User location to be emailed to the RMV Business Support Representative indicated at time of the call.
2. Service Provider Support contacts RMV Business Support to notify them of the error.
3. The RTA Form is emailed as directed and RMV Business Support processes a lienholder correction in ATLAS.

##### If the Title has been issued:

The EVR End User location must to submit the Title and complete the Title Amendment form that is mailed to the address on the application along with a check for \$25.00.

#### Scenario #3 - Correct Lienholder is Listed on RTA Form but Not Entered in ATLAS:

1. The Service Provider Support contacts RMV Business Support.
2. RMV Business Support reviews paperwork scanned into the transaction for verification and then adds the lienholder into ATLAS.

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### **Scenario #4 - Adding a new lienholder Commercial/Individual:**

For an individual lienholder to be added:

1. Service Provider Support contacts RMV Business Support
2. EVR End User locations must email the stamped RTA Form with complete lienholder information to the RMV Business Support Representative indicated in the call.
3. Business Support adds the individual lienholder in ATLAS and provides lienholder code for processing purposes.

**NOTE:** For a Commercial Lienholder to be added, contact RMV Business Support to create a Work Item for the Title Division to update the lienholder.

### **Scenario #5 - Request to Update Lienholder Address in ATLAS:**

To amend a lienholder's address, the RMV requires notification from the lender. The dealer/agent must scan and email the documentation directly to:

[Joyce.Mover@dot.state.ma.us](mailto:Joyce.Mover@dot.state.ma.us) and [Joshua.Orenberg@dot.state.ma.us](mailto:Joshua.Orenberg@dot.state.ma.us).

## **Registration Corrections**

### **Scenario #1 - Transfer Instead of New Plate:**

1. Service Provider Support contacts RMV Business Support.
2. RMV Business Support processes a same day reversal in ATLAS\*.
3. EVR End User location rekeys (enters) the transaction correctly.

### **Scenario #2 - New Plate Issued Instead of a Transfer:**

1. Service Provider Support contacts RMV Business Support.
2. RMV Business Support processes a same day reversal in ATLAS\*.
3. EVR End User location rekeys (enters) the transaction correctly.

### **Scenario #3 - Wrong Plate Type Issued:**

1. Service Provider Support contacts RMV Business Support.
2. RMV Business Support processes a same day reversal in ATLAS\*.
3. EVR End User location rekeys (enters) the transaction correctly.

### **Scenario #4 - Issued a Plate that Was Not in Inventory OR Marked as Damaged or Missing in Error:**

1. Service Provider Support contacts RMV Business Support.
2. RMV Business Support processes a same day reversal in ATLAS\*.
3. EVR End User location rekeys (enters) the transaction correctly.

### **Scenario #5 - Transferred Wrong Plate for the Correct Customer (formerly known as Plate Oops) OR Transferred Wrong Plate for Incorrect customer (formerly known as Owner Oops):**

1. Service Provider Support contacts RMV Business Support.
2. RMV Business Support processes a same day reversal in ATLAS\*.
3. EVR End User location rekeys (enters) the transaction correctly.

**\*NOTE:** If any Registration error scenario above is reported before a Title is issued, RMV Business Support may still process a reversal of the transaction.

### **Rescinded Motor Vehicle Sales (previously known as Withdrawal Process)**

**Scenario #1 - Any New Vehicle Sale that is Rescinded Must Follow the Steps Below within 10 Calendar Days of the Sale:**

1. Service Provider Support contacts RMV Business Support.
2. Service Center Support must tell RMV Business Support if the transaction was for a Plate Transfer or a New Plate before anything can be processed.
3. The required documents are emailed to the RMV Business Support representative indicated in the call.
  - If there was no lien on the vehicle, RMV Business Support will withdraw the Title and then reverse the Withdrawn Title
  - If there is a lienholder on the vehicle, Business Support will add a Title Case for a Title Withdrawal.
4. Once the proper lien release is received, RMV Business Support will complete the Title Case and then reverse the Withdrawn Title.
5. If an EVR End User location has to process a Title Withdrawal, they will also need to send copies of the Title Withdrawal Form and the lien release (if applicable) to their EVR Program Coordinator.

**NOTE:** When applicable, the [EVR Sales Tax Abatement Request Revenue Checklist](#) should be completed.

### **Owner Corrections**

1. Service Provider Support contacts RMV Business Support.
2. RMV Business Support verifies scanned documents for the transaction. A determination is made by RMV Business support if a new RTA Form is required to make the owner correction.
3. RMV Business Support processes an Owner Correction transaction in ATLAS.
4. EVR End User location applies for a new Registration for a \$25.00 fee.

### **Vehicle Corrections**

**Scenario #1 - Corrections on Vehicle Details that Do Not Require a New Title (color, transmission, etc.):**

1. Service Provider Support contacts RMV Business Support.
2. RMV Business Support verifies scanned documents for the transaction. A determination is made by RMV Business support if a new RTA Form is required to make the vehicle correction.
3. RMV Business Support processes the Vehicle Correction.
4. EVR End User location applies for a new Registration for a \$25.00 fee online or via a Service Center.

**Scenario #2 - Correction on vehicle details that require a new Title (mileage, cylinders, passengers, doors, brands):**

**If the Title has not issued:**

1. Service Provider Support contacts RMV Business Support.
2. RMV Business Support verifies scanned documents for the transaction. A determination is made by RMV Business Support regarding what documents will be required to make the correction.
3. RMV Business Support processes the correction.

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### **If the Title has been issued:**

The EVR End User location will mail the Title Amendment form, with applicable supporting paperwork, and a check for \$25.00 for the correction to be made.

### **Scenario #3 - Incorrect VIN number (last 6 digits) make, year, and model must be the same and the Title has not been issued in paper form:**

1. Service Provider Support contacts RMV Business Support.
2. RMV Business Support verifies scanned documents for the transaction. A determination is made by RMV Business support if a new RTA is required to make the VIN correction
3. RMV Business Support processes a Vehicle Identification Number (VIN) Correction in ATLAS.
4. EVR End User location applies for a new Registration for a \$25.00 fee.

### **Scenario #4 - Incorrect VIN (other than what is outlined in Scenario #3):**

1. Service Provider Support contact RMV Business Support.
2. RMV Business Support processes a reversal in ATLAS.
3. EVR End User location rekeys (enters) the transaction correctly.

### **Plate Cancellation Corrections**

1. Service Provider Support contacts RMV Business Support.
2. The EVR End User location emails a Plate Cancellation Error Correction Form to the RMV Business Support Representative that is indicated in the call.
3. RMV Business Support, if notified within 20 calendar days of the cancellation, reverses the Registration Cancellation.
4. After 20 calendar days, RMV Business Support processes a Plate Reactivation transaction in ATLAS.

### **FID/Business Entity/Corporation Document Requirements**

Requests for adding a Federal Identification Number (FID), changing an address for a business and/or changing a business name, are processed through the RMV Business Entity/FID Department at the following email address: [MassDOTRMVMAFID@dot.state.ma.us](mailto:MassDOTRMVMAFID@dot.state.ma.us). Include the FID Coversheet along with any applicable documents in the request.

### **Financial Corrections**

For any financial errors made, including:

- Wrong Purchase Date Entered
- Incorrect Purchase Price
- Omitted Trade-In
- Omitting a Tax Exemption
- Incorrect Type of Sale (applicable to EVR Insurance locations): Casual vs. Dealer

### **If Error is found same day:**

1. Service Provider Support contacts RMV Business Support.
2. RMV Business Support reverses transaction **same day only**.
3. EVR End User location rekeys (enters) the transaction correctly.

### **If Error is NOT found same day:**

Contact RMV Revenue Operations.

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**NOTE:** When applicable, the [EVR Sales Tax Abatement Request Revenue Checklist](#) should be completed.

### References

[ATLAS RMV Business Partner Communications Website](#)

[EVR Sales Tax Abatement Request Revenue Checklist](#)

[Electronic Vehicle Registration \(EVR\) Program](#)

[Electronic Vehicle Registration \(EVR\) Program Documents](#)

[Electronic Vehicle Registration \(EVR\) Training & Support](#)

[Registration and Title Application \(RTA\) Form](#)

[Registration and Title Application \(RTA\) Form Instructions](#)