



Transaction Overview

The EVR Registration Reinstatement transaction can be performed in order to clear a revoked or suspended status from a vehicle's registration and revert it to its previous status, such as active or expired. If a vehicle registration has been revoked or suspended, the vehicle cannot be driven until that revocation or suspension has been removed.



The purpose of the Registration Reinstatement transaction through EVR is to simply collect the reinstatement fee(s) that the customer owes.



There are no scanned documents required for this transaction at this time.



If there are outstanding requirements that the customer must meet in order to clear the revocation or suspension other than the reinstatement fee, the vehicle will remain revoked or suspended until those obligations are resolved.

Steps to Complete the Registration Reinstatement Transaction

1

Retrieve the Reinstatement Details through your Service Provider software.



Prior to processing a Registration Reinstatement transaction, you will need to obtain the Reinstatement details to see if the customer is eligible to be reinstated. Your Service Provider software has a transaction that allows you to see the details and determine whether or not the registration is eligible for reinstatement. This includes the vehicle details, reason(s) for the suspension or revocation and, if eligible, the reinstatement fee(s) that the customer owes.



Review the Registration Revocation Reasons and determine if the registration is eligible for reinstatement.

2

Review the results of the Reinstatement Details transaction to identify the reason for registration revocation and understand what the customer will need to do to become eligible for reinstatement. This inquiry will relay if there are outstanding obligations that need to be met. It is possible that a registration can be revoked for multiple reasons at one time. The customer will be responsible for a separate reinstatement fee for each revocation that is applied to their registration.



IMPORTANT: The Registration Reinstatement transaction through EVR cannot be used to reinstate suspended or revoked Apportioned Plates. These plates can only be reinstated at an RMV Service Center that offers International Registration Plan (IRP) service transactions.

A registration most commonly will be revoked or suspended for one of the following reasons:



Lack of Insurance/Insurance Cancellation: This is the most common revocation reason you will see through EVR. A registration will be revoked if the registration is active in the RMV's system, but there is no active insurance policy on record for that registration. This may occur when an insurance policy is cancelled, has lapsed, or has not been posted by the insurance company. In order to reinstate a registration revoked due to lack of insurance, the customer must work with their insurance company to update their registration with an active insurance policy and pay the \$50.00 reinstatement fee.

In order to fulfill the insurance requirement:



The insurance company/agent can post a policy record through RMV Web Services, by the batch process, or through the online Insurance Portal; or



The customer may present an insurance stamped Registration and Title Application (RTA Form) at a Service Center; or



If you are an EVR insurance agent, your Service Provider may offer the Verify Registration Insurance transaction that can be used to update the customer's insurance information and fulfill the requirement through EVR. Dealers do not have access to the Verify Registration Insurance transaction.



Non-Payment of an Owner Based Citation/Civil Motor Vehicle Infraction (CMVI): A registration will be revoked if a customer has an unpaid and overdue owner citation on their vehicle. (e.g. ticket for a broken tail-light). If the registration is revoked for an unpaid owner citation, the vehicle owner must make the payment for the citation, including any late payment fees, prior to completing a registration reinstatement. Citation payments cannot be processed through EVR. The customer may be able to complete the citation payment online through myRMV or in person at a Service Center. Once the citation payment has been made, EVR can process the Registration Reinstatement transaction to collect the \$100.00 reinstatement fee in order to reinstate the registration.



Failure to Obtain an Inspection Sticker: This revocation reason is not currently in use, but the RMV plans to implement it in the near future. A registration will be revoked if a customer has not obtained their inspection sticker in the designated timeframe. A customer is required to pass a vehicle inspection within 7 days of registering a new vehicle and subsequently once a year before the end of the month indicated on the inspection sticker for as long as the registration is active. A customer is also required to get their vehicle reinspected if the initial inspection fails. Once the registration has been revoked due to lack of inspection, the customer must obtain a valid inspection sticker in order to satisfy the requirements for the reinstatement. Once inspection has been passed, EVR can process the Registration Reinstatement transaction to collect the \$50.00 reinstatement fee in order to reinstate the registration.



Out of Service Order (a.k.a. Failure to Obtain and Display Valid USDOT Numbers for Commercial Vehicles): A registration may be revoked if there is an invalid USDOT number attached to a vehicle with commercial plates. This applies to those vehicles that have already updated their registration with a USDOT number per the September 2018 FMCSA requirement. If the USDOT number displayed on their vehicle or attached to their registration is invalid, their registration may be revoked and an out of service order placed on the vehicle until the issue is resolved. In the RMV's ATLAS system, the USDOT number is not currently a required field, but the RMV is in the process of making the USDOT number required for all commercial motor vehicles that are:

- Engaged in intrastate commerce (meaning business is conducted solely within Massachusetts) having a gross vehicle weight rating or gross combination weight rating of 10,001 or more pounds; or
- Used in the transportation of hazardous materials in a quantity requiring placarding; or
- Designed to transport more than 15 passengers, including the driver, used in intrastate commerce in Massachusetts.

This revocation reason will be more prevalent once the USDOT number is required to be collected by the RMV. The reinstatement fee for this revocation reason is \$100 per vehicle. In order to clear the revocation, the customer must correct or amend the USDOT number by contacting FMCSA. Once corrected, if the USDOT number has changed, the customer must first amend the USDOT number on their registration through an RMV Service Center or myRMV. If the USDOT number is the same, no registration amendment is required. Once the USDOT issue has been cleared, the reinstatement fee can be collected through EVR in order to reinstate the registration.



If you see any other reasons for revocation in your Service Provider software where the requirements other than the reinstatement fee have not been satisfied, the customer should be directed to the RMV for help resolving the revocation.



If applicable, complete the Verify Registration Insurance transaction to update the insurance information for the vehicle.



Step 3 ONLY applies for Insurance Agents processing for a Lack of Insurance Revocation. Skip to step 4 if this does not apply to you.

Other than the collection of the reinstatement fee, the only other reinstatement requirement that can be satisfied through EVR is the Proof of Insurance requirement needed for a revocation due to lack of insurance. **This requirement can only be satisfied by insurance agents whose Service Provider offers the Verify Registration Insurance transaction.**



The insurance agent must complete the Verify Registration Insurance transaction in the Service Provider software prior to completing the Reinstatement Registration transaction. The insurance effective date entered during the Verify Registration Insurance transaction affects the reinstatement of the vehicle.



If the customer's insurance policy was updated before the registration went into revocation but the information was not provided to the RMV, the vehicle may have gone into revocation incorrectly. When you enter an Insurance Effective Date that took place prior to the revocation date into the Verify Registration Insurance transaction, the revocation will automatically reverse and the registration will be reinstated without the need to collect a reinstatement fee.



If the customer's insurance policy was updated on or after the revocation date (and the sole reason for revocation was insurance cancellation), the registration can now be reinstated by collecting the reinstatement fees.



Review the Effective Date of the Insurance Revocation that displays in the Reinstatement Details transaction (step 1) to determine how the Insurance Effective Date you enter may affect the record.



IMPORTANT: If the customer has already paid the reinstatement fee through another RMV process but did not fulfill the proof of insurance requirement, the registration will remain revoked. In these cases, the Reinstatement Details will indicate that there is no reinstatement fee. Once the Verify Registration Insurance transaction is processed (if there are no other reasons for revocation), the registration will be reinstated since the fee has already been collected.



Process the Registration Reinstatement transaction to collect the reinstatement fee(s).

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Once you determine the registration is eligible for reinstatement, process the Registration Reinstatement transaction to collect the reinstatement fee(s) that the customer owes. It's possible to owe several reinstatement fees at once on the same vehicle if the vehicle has been revoked multiple times for various reasons. The amount owed for the reinstatement fee differs based on the reason for revocation:



\$50.00 for the lack of insurance or lack of inspection revocation reasons.



\$100 for the out of service order due to an invalid USDOT number or the non-payment of an owner citation revocation reasons.



Note: In addition to the reinstatement fee(s), the customer may owe additional fees in order to reinstate their registration. For example, if the registration was revoked because of an unpaid owner citation, the customer will need to pay the outstanding citation balance in addition to the \$100.00 fee in order to reinstate.

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Once the Registration Reinstatement transaction has processed successfully, verify the vehicle's Registration Status.



If the Registration Reinstatement transaction is successful and all appropriate fees are collected, a receipt will be generated in PDF format. A new registration will **not** automatically be generated from this transaction.



If the customer needs an up-to-date registration, they will need to order a duplicate registration for \$25. This can be done online through myRMV, through the RMV's Contact Center, or at an RMV Service Center.

If all other requirements for the reinstatement were satisfied prior to the transaction, then a successful transaction should result in the revocation being cleared from the registration status. **This does NOT mean the registration status will always be Active.** The most common resulting registration statuses are **Active**, **Expired**, and **Cancelled**.



Active: Typically, there are no additional steps that must be taken if the registration status is Active. The customer may now operate the vehicle as normal. The one exception would be if the registration is going to expire within the next 6 months:



A customer can renew their registration up to **6 months in advance** online through myRMV, through the RMV's Contact Center, or at an RMV Service Center. If the customer's registration expires in 3 to 6 months, remind the customer of their renewal options.



A customer can renew their registration up to **3 months in advance** through EVR. If the registration is expiring within 3 months, advise the customer that you can renew their registration. If the customer agrees, complete the Registration Renewal transaction through your EVR software.



Expired: When the registration status is **Expired**, the associated vehicle cannot be used on the roads until the registration is renewed. If the customer agrees, you should complete the Registration Renewal transaction through your EVR software to return the registration to an Active status and produce a new registration.



Cancelled: When the registration status is **Cancelled**, at some point the customer actively requested a plate cancellation. Typically, this means the customer no longer wants to have this vehicle registered. However, it's possible the customer cancelled the registration in order to temporarily take the vehicle off the road.



In this case, if the customer still has the license plate, the customer may wish to re-activate the registration which can be processed at an RMV Service Center.



Note: Even if the reinstatement successfully clears the revocation, it does not mean there are no other obligations on the vehicle. Be sure to review if there are any non-renew issues attached to the vehicle so that you can advise the customer that those will need to be resolved before the registration can be renewed again.



The status of the customer's registration can be verified after the Registration Reinstatement transaction is processed by reviewing the Registration Summary record that is returned as part of the transaction. Review these details to confirm that the registration is no longer revoked. The Registration Summary that is returned as part of each transaction within your Service Provider software includes the Registration Status as well as its Effective, Expiration, and Cancellation Dates.



*Note: The Registration Status can also be checked by running an Inquiry through your Service Provider software. And the customer can verify the Registration Status on their own by logging on to their **myRMV** profile.*

Resolving Errors

If the transaction is unsuccessful, you will receive an error message and the transaction will not be completed. Most likely the customer has additional obligations that need to be satisfied before they can be reinstated.



You may contact your Service Provider Help Desk to see if the issue can be resolved internally to allow you to process the transaction. If the transaction still cannot be resolved, the customer will remain revoked and may need to satisfy their outstanding obligation or go to an RMV Service Center to complete the transaction.