



Non-Renewal Business Portal Reference Guide

MassDOT – RMV Division
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ATLAS Business Portal Overview

This guide provides information and instructions on using the **ATLAS Business Portal** to process inquiries, **Marks**, and **Cleared**. The Business Portal is a free and easy to use web-based portal. Prior to reviewing the information in this guide, you should complete the required Computer Based Training (CBT) for using the portal, found on the [ATLAS Training](#) page.

There are three methods of access for the Non-Renewal Program:

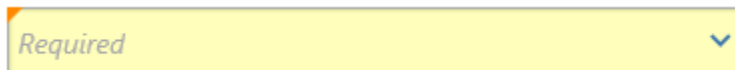
- **ATLAS Business Portal** (also referred to as **Business Portal**)
- Web Services
- Batch Files (MOVEit™)

For more information on Web Services or Batch files, refer to the [Non-Renewal Program Manual](#).

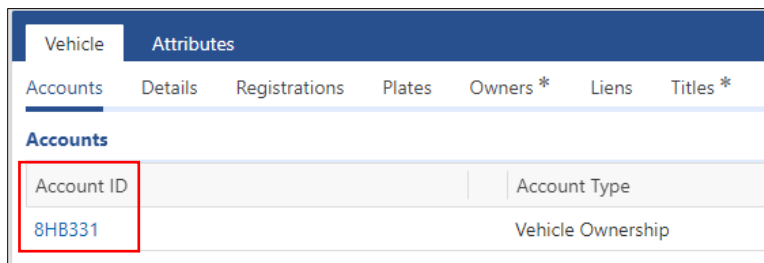
This guide is intended for Non-Renew End Users that have access to the Business Portal.

Business Portal Tips and Common Questions

- **Question: Are there fields that must be completed in the Business Portal?**
Answer: Yes, required fields are **yellow** and are noted with a “*Required*” watermark inside the field.



- **Q: What is a Vehicle Account ID?**
A: The Vehicle **Account ID** is the Registration/Plate Number.



Vehicle	
Attributes	
Accounts	Details
Registrations	Plates
Owners *	Liens
Titles *	
Accounts	
Account ID	Account Type
8HB331	Vehicle Ownership

- **Q: Where do I view previous registration periods?**
A: You will view the previous registration periods at the vehicle level. You will need to go to the **Vehicle** tab and then the **Registration** sub-tab, then click the **Show History** hyperlink.
- **Q: How do I view the previous vehicles that were associated to a registration?**
A: You will view the previous vehicles associated to a registration vehicle level. You will need to go to the **Vehicle** tab and then the **Plates** sub-tab, then click the **Show History** hyperlink.
- **Q. Where do I view active and previously Cleared Non-Renew Violations?**
A: The **Enforcement** tab is used to view the active Non-Renew Violations associated to a vehicle (default view).
 - To view the **Clear History**, go to the **Enforcement** tab and click the **Show History** hyperlink; all active and previously **Cleared** violations display.

- The **Cease Date** is the date the violation was **Cleared**.

Ticket Number	Activity Type	Location/Town Code	Agency Code	Recorded Date	Recorded Year	Entered Date	Commence Date	Cease Date
295238801	Unpaid Parking Ticke	Cambridge		29-Jul-2019	2019	03-Dec-2019	29-Jul-2019	
00000000789	Unpaid Excise Tax	Acushnet		07-Jan-2018	2018	07-Jan-2020	07-Jan-2020	
00000000456	Unpaid Excise Tax	Acushnet		07-Jan-2019	2019	07-Jan-2020	07-Jan-2020	
00000000123	Unpaid Excise Tax	Acushnet		07-Jan-2020	2020	07-Jan-2020	07-Jan-2020	

- **Q. How do I see who Cleared a ticket?**

A: The **Enforcement** tab is used to view the active Non-Renew Violations associated to a vehicle and details surrounding the processing.

- To view the Activity Type/Ticket Details history, click the applicable hyperlink in the **Activity Type** column.
- Upon opening the record, in the **Attributes** window, use the arrows in the light orange banner to scroll through the history. You will see the name of the user and date the Non-Renewal activity was **Marked, Cleared, or Changed**.

Activity

Attributes

Non Renew

Kristen Hagan1 07-Jan-2020 2 of 3

Ticket Number: 00000000456 | Recorded Date: 07-Jan-2019 | Recorded Year: 2019

Entered Date: 07-Jan-2020 | Agency: | Location: Acushnet

Begin Date: 07-Jan-2020 | Cease Date: 07-Jan-2020

Clear Source: Online

Non-Chargeable

- **Q: How do I view an Individual's Address History?**

A: You will view the address history at the individual (driver) level. You will need to click the **Entity** tab and then click the **Addresses** sub-tab. To view current and previous addresses click the **Show History** hyperlink.

NEW: With **ATLAS**, you now have the ability to view the vehicle's address history. The vehicle's address history will list any garage, mailing, residential, and/or Lessee addresses associated with the vehicle, including date that the address was changed.

- You can view the vehicle's address history at the vehicle level. Click the **Attributes** tab and then click the **Addresses** sub-tab. To view current and previous addresses, click the **Show History** hyperlink.

Address Type	Address	Profile	Account Type	Account	Active	Valid
Blank	Blank Address	001			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Garage	1 MAIN ST BOSTON MA 02129-3786	002	Vehicle Ownership	7EC938	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Lessee	1 MAIN ST BOSTON MA 02129-3786	002	Vehicle Ownership	7EC938	<input type="checkbox"/>	<input type="checkbox"/>
Mailing	15 E MAIN ST BOSTON MA 02124-1660	002	Vehicle Ownership	7EC938	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- **Q: Do I need to enter a plate type when searching for a registration/plate?**
A: No, you do not need to enter the plate type when looking up a registration/plate. For additional details, view [Plate Prefix/License Plate Inquiries](#) and [Plate Type Chart](#).

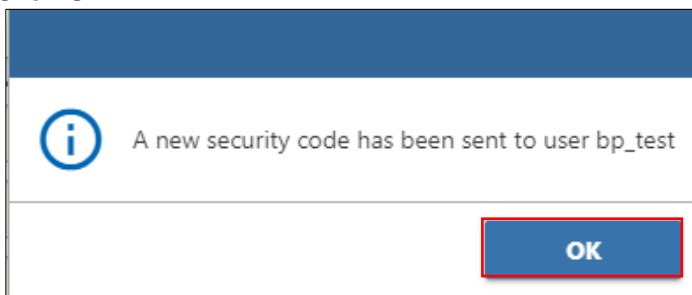
Logging in to the ATLAS Business Portal

Prior to first-time use of the **ATLAS Business Portal**, End Users will receive an email containing their Username and Temporary Password from the RMV with a link to the **Business Portal** log on page. Access the Business Portal as follows:

1. Click the link in the email to access the [Business Portal Login Screen](#).



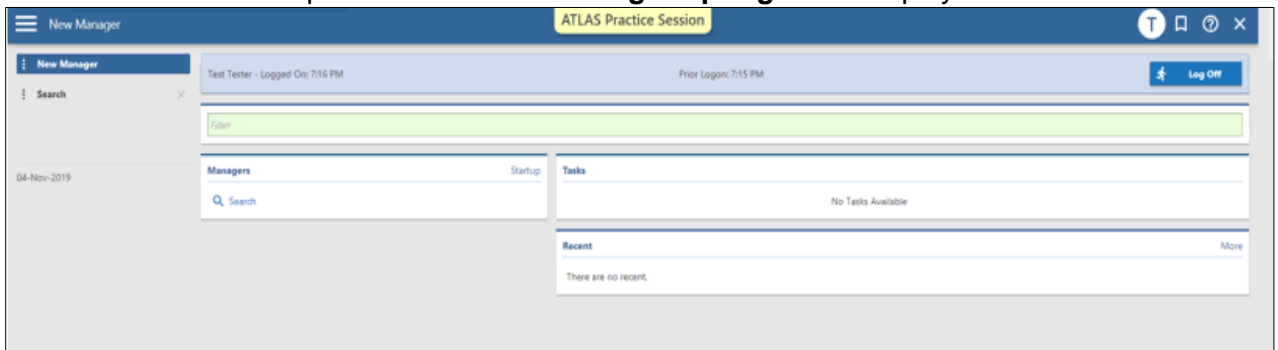
2. Enter the **Username and Password** received from the RMV.
3. Click **Login**.
4. A pop-up window displays indicating that a security code has been sent via email.
5. Click **OK**.



6. The **Security Code** will be emailed to the email address of the End User. The email will be from the address: **RMV Do Not Reply**.
NOTE: The Security Code is a six-character code and is only good for one-time use.

7. Enter the code provided using one of the options below:
 - Select the **Click to login** hyperlink in the email. The **Business Portal** opens with the **Security Code** field pre-populated along with your Username, but you are required to re-enter your password
 - Return to the **Business Portal** window that you had opened and enter the code into the **Security Code** field.
8. Click the **Logon** button.

9. The **Business Portal** opens and the **New Manager Springboard** displays.



10. Proceed to the applicable section(s) below to perform the desired tasks.

Searching

You can search for an individual, business, or vehicle using a wide array of information, including name, license number, registration number, or Vehicle Identification Number (VIN).

Searching Best Practices

Searching by the registration number is the recommended method for Non-Renewal End Users.

Vehicles:

Search for a vehicle by either Registration Number, Vehicle Identification Number (VIN), Partial VIN, or Title Number.

Individuals:

- Search for individuals by entering *Last Name, First Name, and Birth Date* in the **Search** bar.
- If the customer has multiple last names or a maiden name, search by all versions of the current and former name.

Businesses:

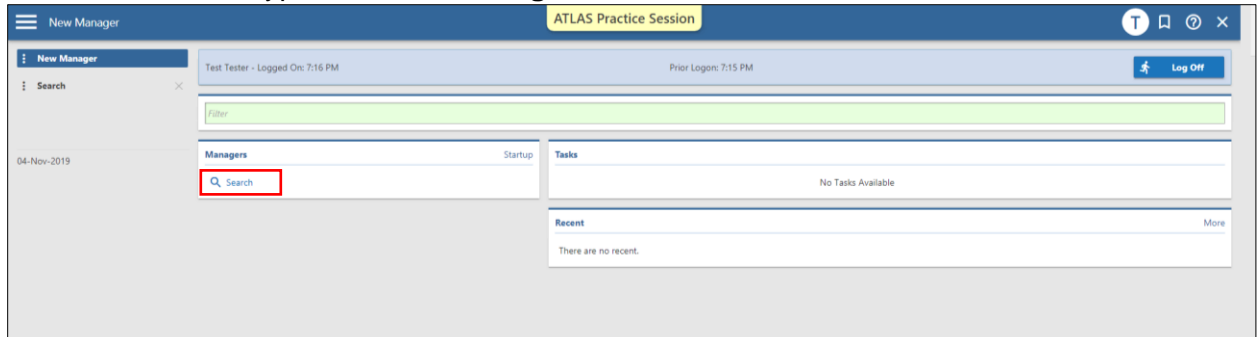
Search for a business by:

- Business Name, or

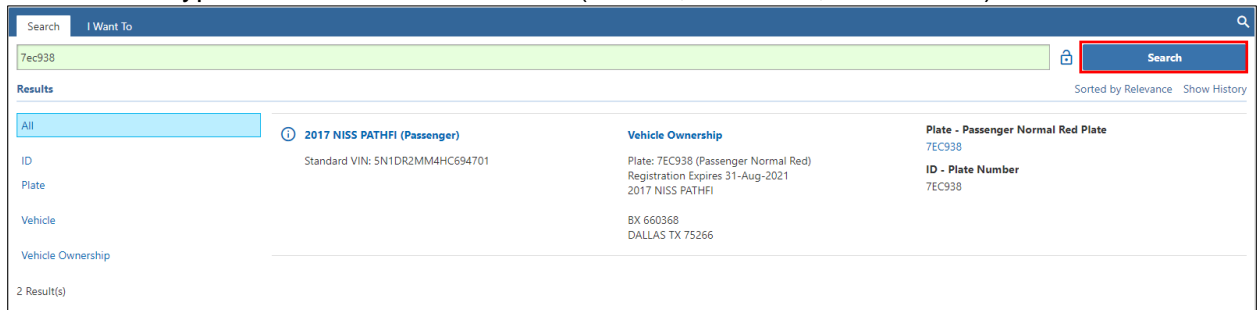
- Business Entity Number/Federal Identification Number (FEIN).

To Search

1. Select the **Search** hyperlink in the **Managers** window.



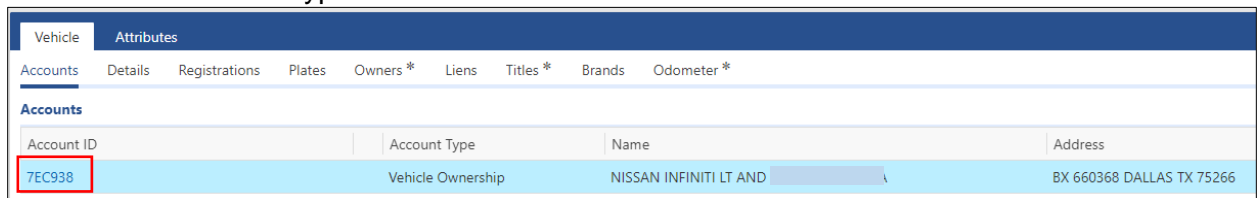
2. Enter the search criteria into the **Search** field.
3. Click the **Search** button. The search results display.
4. Click on the hyperlink for the desired record (vehicle, individual, or business) to view.



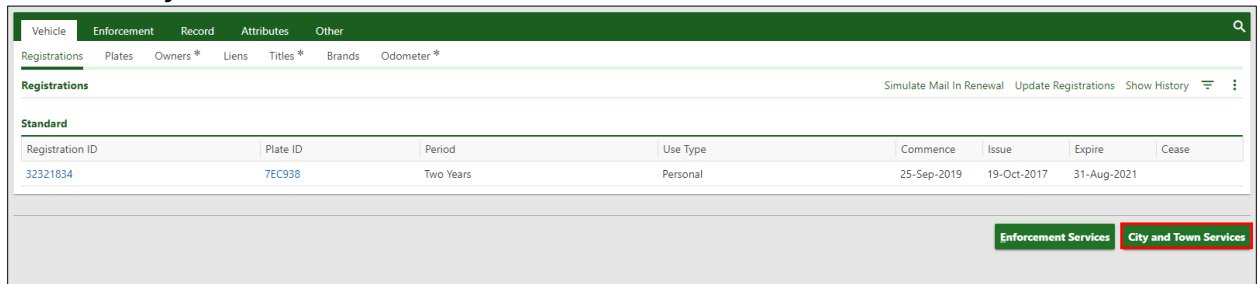
Adding a Mark – City and Town Services

To Add a Mark

1. **Search** and then select the vehicle you want to **Mark**.
2. Click the **Account ID** hyperlink.



3. Click the **City and Town Services** button.



- Click the **Add a (Excise, Parking or Abandoned) Ticket** hyperlink.

Non Renew Actions

Add a Parking Ticket Non Renew - Parking Ticket Entry

Clear Non Renew Clear All Non Renewal By Town and Year

- Enter the appropriate ticket information (commence date is the date you enter the **Mark**).

Parking Ticket Entry

Ticket Number Town Code Ticket Date

Registration Plate Type Vehicle Make

Vehicle Year Commence Date Cease Date

Save

- Click **Save**.

NOTE: You will only have access to **Mark** for the town code(s) and Non-Renewal sub-system for which you are authorized.

Adding a Mark – EZ Pass, Pay by Plate, or Tolling

To Add a Mark

- Search** and then select the vehicle you want to **Mark**.
- Click the **Account ID** hyperlink.

Vehicle | Attributes

Accounts | Details | Registrations | Plates | Owners * | Liens | Titles * | Brands | Odometer *

Accounts

Account ID	Account Type	Name	Address
7EC938	Vehicle Ownership	NISSAN INFINITI LT AND C	BX 660368 DALLAS TX 75266

- Click the **Enforcement Services** button.

Vehicle | Enforcement | Record | Attributes | Other

Registrations | Plates | Owners * | Liens | Titles * | Brands | Odometer *

Registrations Simulate Mail In Renewal | Update Registrations | Show History

Standard

Registration ID	Plate ID	Period	Use Type	Commence	Issue	Expire	Cease
32321834	7EC938	Two Years	Personal	25-Sep-2019	19-Oct-2017	31-Aug-2021	

Enforcement Services | City and Town Services

- Click the applicable **Add an (Unpaid EZ Pass, Unpaid Toll, or Pay by Plate Fee)** hyperlink.

Non Renew Actions

MEEZ - Unpaid ME EZ Pass Fee	Add Unpaid ME EZ Pass Fee
NHEZ - Unpaid NH EZ Pass Fee	Add Unpaid NH EZ Pass Fee
PBP - Pay By Plate	Add Pay By Plate
TBTF - Unpaid Tobin Bridge Toll Fee	Add Unpaid Tobin Bridge Toll Fee
EZZ - Unpaid EZ Pass Fee	Add Unpaid EZ Pass Fee
UPTF - Unpaid Toll Fees	Add Unpaid Toll Fees

5. Enter the appropriate ticket information (begin date is the date you enter the **Mark**).

Non Renewal Entry - EZP - Unpaid EZ Pass Fee

Ticket Number: Required
 Recorded Date: Required
 Recorded Year: Required
 Entered Date: 10-Nov-2019
 Agency: Fast Lane Fines
 Location: Fast Lane Fines
 Begin Date: Required
 Cease Date: Required
 Non-Chargeable:
 Save

6. Click **Save**.

NOTE: You will only have access to **Mark** for the code(s) for which you are authorized.

Re-Marking a Record – City and Town Services To Re-Mark a Record

NOTE: These instructions include **Re-Marking** a Ticket Number that previously has been **Cleared**.

1. **Search** and then select the vehicle you want to **Re-Mark**.
2. Click the **Account ID** hyperlink.

Vehicle | Attributes

Accounts | Details | Registrations | Plates | Owners * | Liens | Titles * | Brands | Odometer *

Accounts

Account ID	Account Type	Name	Address
7EC938	Vehicle Ownership	NISSAN INFINITI LT AND	BX 660368 DALLAS TX 75266

3. Click the **City and Town Services** button.

Vehicle | Enforcement | Record | Attributes | Other

Registrations | Plates | Owners * | Liens | Titles * | Brands | Odometer *

Registrations

Simulate Mail In Renewal | Update Registrations | Show History

Registration ID	Plate ID	Period	Use Type	Commence	Issue	Expire	Cease
32321834	7EC938	Two Years	Personal	25-Sep-2019	19-Oct-2017	31-Aug-2021	

Enforcement Services | **City and Town Services**

4. Click the **Re-Mark Non Renew** hyperlink.

Non Renew Actions

- EXT - Unpaid Excise Tax: Add Unpaid Excise Tax
- Clear Non Renew: Clear All Non Renewal By Town and Year
- Re-Mark Non Renew**: Re-Mark Non Renewal By Town

5. Enter the applicable type in the **Non-Renew Type** field and location in the **Town Code** drop-down menu, then click **Show Tickets**.

Re-Mark Non Renewal Ticket

Non-Renew Type: Required
 Town Code: Required
 Show Tickets

6. Select applicable ticket by clicking the **Re-Mark Ticket** check box.

7. Click the **Confirm Re-Mark** button.

Re-Mark Non Renewal Ticket Clear Fields

Non-Renew Type: EXT - Unpaid Excise Tax
Town Code: Acushnet

Confirm Re-Mark

Non Renewal Tickets Select All Clear All

Re-Mark Ticket	Ticket Number	Recorded Year	Recorded Date	Agency	Town/City	Entered Date	Commence Date	Cease Date	Plate Type	Registration
<input checked="" type="checkbox"/>	00000000456	2019	07-Jan-2019		Acushnet	07-Jan-2020	07-Jan-2020	07-Jan-2020		

NOTE: If the ticket was added to the incorrect driver/registration, there is no ability to **Re-Mark** the correct driver/vehicle information at this time.

Clearing a Mark – All Users To Clear a Mark

1. **Search** and then **select** the vehicle you want to **Mark**.
2. Click the **Account ID** hyperlink.

Vehicle Attributes

Accounts Details Registrations Plates Owners * Liens Titles * Brands Odometer *

Accounts

Account ID	Account Type	Name	Address
7EC938	Vehicle Ownership	NISSAN INFINITI LT AND	BX 660368 DALLAS TX 75266

Tip: To view the active Non-Renew Violations prior to **Clearing**, go to the **Enforcement** tab.

Vehicle Enforcement Attributes Other

Non-Renew Violations Show History

Ticket Number	Activity Type	Location/Town Code	Agency Code	Recorded Date	Recorded Year	Entered Date	Commence Date	Cease Date
123	Unpaid Parking Ticket	Eastham		11-Oct-2019	2019	10-Nov-2019	10-Nov-2019	
456	Unpaid Parking Ticket	Eastham		11-Sep-2019	2019	10-Nov-2019	10-Nov-2019	
789	NR Abandoned Vehic	Boston		26-Oct-2019	2019	10-Nov-2019	10-Nov-2019	
951	NR Abandoned Vehic	Mass Port Logan		11-Oct-2019	2019	10-Nov-2019	10-Nov-2019	

4 Rows

3. Click the **City and Town Services** button.

Vehicle Enforcement Record Attributes Other

Registrations Plates Owners * Liens Titles * Brands Odometer *

Registrations Simulate Mail In Renewal Update Registrations Show History

Standard

Registration ID	Plate ID	Period	Use Type	Commence	Issue	Expire	Cease
32321834	7EC938	Two Years	Personal	25-Sep-2019	19-Oct-2017	31-Aug-2021	

Enforcement Services **City and Town Services**

4. Click the **Clear Non Renew** hyperlink.

Non Renew Actions

- Clear Non Renew** Clear All Non Renewal By Town and Year
- Re-Mark Non Renew Re-Mark Non Renewal By Town

5. Enter the appropriate ticket information and Click **Show Tickets**.

Clear Non Renewal Ticket

Non-Renew Type: Town Code:

Non-Chargeable: Cease Date:

Show Tickets

- All tickets that are available to process for the **Non-Renew Type** and **Town Code** location entered display once **Show Tickets** is selected.

6. Select applicable ticket(s) by clicking the **Ticket** check box.

7. Click the **Confirm Clear** button.

Clear Non Renewal Ticket Clear Fields

Non-Renew Type: Town Code:

Non-Chargeable: Cease Date:

Confirm Clear

Filter

Account ID	Ticket Number	Recorded Year	Recorded Date	Agency	Town/City	Entered Date	Commence Date	Cease Date	Plate Type	Registration
		2019	11-Oct-2019		Eastham	10-Nov-2019	10-Nov-2019		PANPL	7EC938
		2019	11-Sep-2019		Eastham	10-Nov-2019	10-Nov-2019		PANPL	7EC938

To Process an Error Clear

- Search** and then **select** the vehicle and error record you want to **Clear**.
- Click the **Account ID** hyperlink.

Vehicle | **Attributes**

Accounts | Details | Registrations | Plates | Owners * | Liens | Titles * | Brands | Odometer *

Accounts

Account ID	Account Type	Name	Address
7EC938	Vehicle Ownership	NISSAN INFINITI LT AND C	BX 660368 DALLAS TX 75266

Tip: To view the active Non-Renew Violations prior to **Clearing**, go to the **Enforcement** tab.

Vehicle | **Enforcement** | Attributes | Other

Non-Renew Violations

Ticket Number	Activity Type	Location/Town Code	Agency Code	Recorded Date	Recorded Year	Entered Date	Commence Date	Cease Date
753	Unpaid EZ Pass Fee	Fast Lane Fines		11-Oct-2019	2019	10-Nov-2019	10-Nov-2019	
111	Unpaid EZ Pass Fee	Fast Lane Fines		11-Oct-2019	2019	10-Nov-2019	10-Nov-2019	
951	NR Abandoned Vehic	Mass Port Logan		11-Oct-2019	2019	10-Nov-2019	10-Nov-2019	
789	NR Abandoned Vehic	Boston		26-Oct-2019	2019	10-Nov-2019	10-Nov-2019	

3. Click the **City and Town Services** button.

Vehicle | **Enforcement** | **Record** | Attributes | Other

Registrations | Plates | Owners * | Liens | Titles * | Brands | Odometer *

Simulate Mail In Renewal | Update Registrations | Show History



Registrations

Registration ID	Plate ID	Period	Use Type	Commence	Issue	Expire	Cease
32321834	7EC938	Two Years	Personal	25-Sep-2019	19-Oct-2017	31-Aug-2021	

Enforcement Services | **City and Town Services**

- Click the **Clear Non Renew** hyperlink.

Non Renew Actions


 EZP - Unpaid EZ Pass Fee	Add Unpaid EZ Pass Fee
 Clear Non Renew	Clear All Non Renewal By Town and Year

- Enter the appropriate ticket information, then click the **Non-Chargeable** radio/toggle button.
- The **Review: This will update all matched tickets as non-chargeable** message displays.

Select the  icon to confirm.

- Click **Show Tickets**.

Clear Non Renewal Ticket

Non-Renew Type	Town Code
<input type="text" value="PARK - Unpaid Parking Ticket"/>	<input type="text" value="Eastham"/>
<input checked="" type="radio"/> Non-Chargeable	Cease Date <input type="text" value="30-Jan-2020"/>
Review: This will update all matched tickets as non-chargeable 	
<input type="button" value="Show Tickets"/>	

- All tickets that are available to process for the **Non-Renew Type** and **Town Code** location entered display once **Show Tickets** is selected.

- Select applicable ticket(s) by clicking the **Ticket** check box.
- Click the **Confirm Clear** button.

Clear Non Renewal Ticket Clear Fields

Non-Renew Type	Town Code
<input type="text" value="PARK - Unpaid Parking Ticket"/>	<input type="text" value="Eastham"/>
<input type="radio"/> Non-Chargeable	Cease Date <input type="text" value="10-Nov-2019"/>
<input type="button" value="Confirm Clear"/>	

Filter

Account ID	Ticket Number	Recorded Year	Recorded Date	Agency	Town/City	Entered Date	Commence Date	Cease Date	Plate Type	Registration
		2019	11-Oct-2019		Eastham	10-Nov-2019	10-Nov-2019		PANPL	7EC938
		2019	11-Sep-2019		Eastham	10-Nov-2019	10-Nov-2019		PANPL	7EC938

References

[Non-Renewal Program Manual](#)

[Non-Renew Program Information](#)

[Non-Renewal Documents](#)

[ATLAS Training - Excise Program - Excise, Non-Renew, & Inquiry](#)

[ATLAS Training - Non-Renew Program](#)

[ATLAS RMV Business Partner Communications Website](#)

[ATLAS Release 2 Business Portal Help Document](#)

[MOVEit™ File Transfer Guide](#)

[MOVEit™ Manual User Guide](#)

[Plate Prefix/License Plate Inquiries](#)

[Plate Type Chart](#)

ATLAS Non-Renewal Reason Codes

Non-Renew Type drop-down menu:

Code	Description
F60	Abandoned vehicle
MBTA	Attempt to Evade Fare
D51	Child Support Non-Renew
PBP	Pay by Plate
CCF	Unpaid Court Counsel Fees
EXT	Unpaid Excise Tax
EZP	Unpaid EZ Pass Fee - Legacy
MEEZ	Unpaid ME EZ Pass Fee
NHEZ	Unpaid NH EZ Pass Fee
NRNYMT	Unpaid NY MTA Bridge/Tunnel Toll Fee
NYNJ	Unpaid NY NJ Port Authority Toll Fee
NRNYST	Unpaid NY State Thruway Toll Fee
PARK	Unpaid Parking Ticket
NRTB	Unpaid RI Toll Fee
STT	Unpaid State Tax
TBTF	Unpaid Tobin Bridge Toll Fee - Legacy

UPTF	Unpaid Toll Fees - Legacy
WRT	Warrant has been issued for the individual

ATLAS Business Portal Search Types and Examples

Search Type	Search Type Example(s)
SAVE Case Number (Bottom of Form)	0071217114535ZZ
Citation Number	A1234567, 123456AA
Address	Street, city, state, and zip code separated by commas or semi-colons: 123 Main St;Boston;MA;02129
ID	456-78-9123 or 897456123
Last 4 ID/Name/Date of Birth (DOB)	The last 4 characters of the ID, name, and date of birth separated by a commas or semi-colons: 5555, JOHNSON, 1/15/1970
Free Format Business Name	FREE FORMAT BUSINESS NAME
Free Format City/Zip/Name	City, zip code, and free format name separated by commas or semi-colons: DENVER, 84111, FREE FORMAT NAME or 84111, FREE FORMAT NAME or DENVER, , FREE FORMAT NAME
Individual Name	Last name, first name, middle name (optional), and date of birth (optional) separated by commas or semi-colons: JOHNSON, BOB or DOE; JANE; MARIE or THOMAS, JOE, , 1/15/1970
Individual City/Zip/Name	City, zip code, last name, first name separated by commas or semi-colons: DENVER, 84111, JOHNSON, BOB or , 84111, JOHNSON or DENVER, , JOHNSON
Zip Code	80111
Contact Email	name@company.com
Contact Name	BOB JOHNSON or BUSINESS NAME
Contact Phone	Phone number, including the area code but not the country code. 555-555-5555 or 1234567 or 555-444-3333-2222
Letter ID	L12345678
Web Logon	myusername
Web Logon Email	name@company.com
Web Logon Name	John Doe
Title	T09284990

Bank Account	Bank account and routing number separated by commas or semi-colons
VIN Last 8	XCO42669
VIN Last 8	XCO42669
VIN	1M8GDM9AXCO42669
Payment External ID	123456789
Case Address	Street, city, state, and zip code separated by commas or semi-colons: 123 MAIN ST;DENVER;CO;80111
Case ID	456-78-9123 or 897456123
Case ID	4076
Case Name	Last name, first name, and middle name (optional) separated by commas or semi-colons or business name. JOHNSON, BOB or DOE; JANE; MARIE or BUSINESS NAME
Activity ID	23423423 or CDL1001
One-Time Receivable ID	456-78-9123 or 897456123
Inventory ID	136AAA or 136-AAA
IRP VIN	1M8GDM9AXCO42669
IRP VIN Last 8	XCO42669
Service Transaction ID	1B-3DE6-G89J or 1B3DE6G89J
Service Session ID	1B-3DE6-G89J or 1B3DE6G89J
Plate	ABC123
Plate (Hidden Prefix)	VT123
Plate Type/Plate Number	PAN,ABC123 or PAS,VT123
Vehicle Decal	5V780
Vehicle Registration (Bottom of Form)	123456