



# Non-Renewal Program Manual

MassDOT – RMV Division  
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## Part One: General Information

### A. Introduction

The Registry of Motor Vehicles' (RMV) Non-Renewal (Non-Renew) Program provides participating municipalities, colleges and universities, tolling authorities, and other authorized entities (hereafter referred to as "authorized users" or "agency") and their processing Vendors with the ability to Mark a vehicle's registration record for unpaid Parking Tickets, non-payment of Excise Tax, Toll Violations, and Abandoned Vehicles. This Mark will prevent the renewal of the registration and the vehicle's first owner's driver's license until all Non-Renewal incidents have been satisfied and Cleared.

There are three (3) methods of access for the Non-Renew Program:

- **ATLAS Business Portal:** This real-time service facilitates individual users logging into a web-based portal displaying native RMV screens.
- **Web Services:** These facilitate real time data exchange between the user's system and the RMV. **Web Services** allow users to integrate the sending and receiving of RMV data into their system and business processes.
- **Secure File Transfer Protocol (SFTP) Batch Files:** This is used to send and receive what are commonly known as **Batch** files, using the managed file transfer solution called MOVEit™.

### B. Non-Renewal Policy and Procedure Changes

- **Effective November 12, 2019**, a registrant with a Non-Renewal Mark for unpaid **Excise Tax** will not be able to renew the registration, SWAP the registration to a new plate, register the same vehicle with a new plate number after cancelling the old registration, process a plate re-assignment, or transfer the registration.
- **Effective November 12, 2019**, the RMV will allow users to inquire on a registration with or without the plate prefix and receive an accurate response. Massachusetts has a number of registration plates where the plate has an alpha prefix that is not printed on the plate. For example, a Veteran's Plate has 23456 as the printed registration number; however, it is recorded as VT23456. This has caused several issues, so the RMV has recorded the plate in our system in a manner that allows users to inquire on the registration using either 23456 or VT23456. Going forward, the official registration (what is printed on the registration document) will be the plate number as printed on the plate, e.g., 23456 not VT23456. For additional details, view [License Plate Inquiries](#).
- **Effective November 12, 2019**, there are new data fields and registration types available to Non-Renew Participants:
  - **Garaging Addresses:** A garaging address will now be maintained by the RMV for all registrations.
  - **Section 5 Registrations** (Dealer, Owner-Contractor, Repairer, Farmer, Transporter): These registrations are subject to the Non-Renewal Program.
  - **Moped Registrations:** Mopeds **are not**, by statute, subject to Non-Renewal.
- **As of July 1, 2020**, all Non-Renewal authorized users will be required to report Non-Renewal Clears that result from payments accepted during normal business hours within an hour. At the same time, **the RMV is eliminating the Certified Receipt**. (Review the [Timing](#) section for more details.) The primary reason for this change is the combination of both the increased usage of real time online payments by Non-Renewal participants and the public expectation that comes when real time payments are accepted.

For further information, review the changes to the [Certified Release/Certified Receipt](#) process, effective July 1, 2020.

**IMPORTANT:** Regardless of the method of access, users must read and understand the [Match Criteria for Marks](#) steps documented in the [Part Three: Batch Processing](#) section. While this is specifically outlining how these processes occur for batch files, they will conceptually occur regardless of the access method chosen.

### C. How to Enroll in the Non-Renewal Program

To participate in the Non-Renewal Program the RMV requires that all participants complete and sign an Agreement for Access to Records and Data (Access Agreement). The Access Agreement must be signed by an authorized signer of your business. The Access Agreement and other required documentation can be found in the [Documents](#) section of the [ATLAS RMV Business Partner Communications Website](#).

The following required documentation must be submitted to [prodcontrol@dot.state.ma.us](mailto:prodcontrol@dot.state.ma.us) in order to participate in the Non-Renewal Program:

1. Access Agreement.
2. RMV Business Partner Contact Form.
3. [Authorization Letter](#) from City or Town.

All participants are required to submit the documentation (steps **1-3**) listed above, depending on the method(s) of access utilized. Refer to the table below for the additional required documentation:

	Business Portal	SFTP (Batch)	Web Services
4.	RMV Business Partner User Request Form	<a href="#">MOVEit™ Access Form</a>	TBD
5.		<a href="#">MOVEit™ End User Request Form*</a>	

\*NOTE: [MOVEit™ End User Request Form](#) (needed for Manual Login ONLY).

#### Authorization Letter

An authorization letter must be submitted to the RMV by a municipality (e.g., City, Town, college, or authority) in order to participate in the Non-Renew Program. This letter must be on the official letterhead of the municipality, signed by the appropriate signatory authority. The letter must include which system (Excise Tax, Parking Ticket, Abandoned Vehicle) the users will be accessing. If the files are to be processed by a vendor, the letter must include the vendor information. The City or Town is responsible for ensuring the security of the data and that it is used only for the purpose of the Non-Renew Program.

The authority granted by this letter is in effect until the RMV is in receipt of a similar letter changing or cancelling the authority. Such a letter is required any time the City or Town changes the organization processing Non-Renewals. In the case where more than one (1) vendor is used for processing purposes (Vendor A for Parking and Vendor B for Excise Tax) multiple letters are required.

The last paragraph asks for named individuals who will be contacted on a day-to-day basis to resolve Customer Service problems. This is extremely important to the RMV. Anytime the individual(s) named changes, the City or Town must notify the RMV.

### D. Program Contact

All inquiries, both administrative and technical, concerning the Non-Renewal Program should be directed to:

Production Control  
 MassDOT - Registry Division  
 25 Newport Ave., Extension  
 North Quincy, MA 02171  
 Email: [prodcontrol@dot.state.ma.us](mailto:prodcontrol@dot.state.ma.us)

### E. Next Steps

Once the required documentation has been submitted to the RMV and approved, you will be contacted by the RMV. Depending on the chosen Method(s) of Access, follow the steps chart below:

Step	ATLAS Business Portal	SFTP (Batch)	Web Services
1.	Portal credentials will be sent to each End User via secured email.	Technical contact will be granted access to the <a href="#">Technical Information</a> page of the <a href="#">RMV Business Partner Website</a> .  Technical area has the <b>Batch</b> file layouts and error code list.	Technical contact will be granted access to the <a href="#">Technical Information</a> page of the <a href="#">RMV Business Partner Website</a> .  The technical area has the <b>Web Services</b> specifications, data dictionary, and error codes.
2.	Each End User will receive a link to the Computer Based Training (CBT) on using the portal.	An email will be sent to the technical contact with login credentials for the <a href="#">Technical Information</a> page.	An email will be sent to the technical contact with login credentials for <a href="#">Technical Information</a> page.
3.	Log into the <b>Business Portal</b> using the secured link provided by the RMV.	Review the <a href="#">Technical Information</a> page and create a test file.	Review the <a href="#">Technical Information</a> page.

4.		<p>Download MOVEit™ documentation:</p> <p><a href="#">MOVEit™ File Transfer Guide</a></p> <p><a href="#">MOVEit™ Manual User Guide</a></p>	The RMV configures user information to our application and advises when the connection will be enabled.
5.		You will receive an email from the MOVEit Team with your MOVEit™ QA credentials.	Credentials will be given to user for testing connectivity.
6.		<p>Testing: You will be required to upload a test request file into the MOVEit™ QA environment.</p> <p><b>NOTE:</b> Test files should contain all transactions (Inquiries, Marks, and Clears).</p>	After successful testing, the RMV requires that you an Attestation Form confirming successful testing.
7.		You will receive a test response file from the RMV.	Once the RMV receives your Attestation Form, production access will be granted and credentials will be issued.
8.		After successful testing, the RMV requires that you an Attestation Form confirming successful testing.	
9.		Once the RMV receives your Attestation Form, production access will be granted.	
10.		You will receive an email from the MOVEit Team with your MOVEit™ Production credentials. Upon receipt, users can begin to exchange Non-Renew files with the RMV.	

**NOTE:** Non-Renewal participants that choose either the SFTP and/or the **Web Services** options are required to successfully test with the RMV prior to being granted access to the RMV's production environment.

## F. Program Overview

The Non-Renew Program currently consists of five (5) types of events:

- Unpaid Parking Tickets
- Non-Payment of Excise Tax
- Tolling Violations (e.g., unpaid tolls)
- Unpaid Child Support
- Unpaid Citations for Abandoned Vehicles

Each type of event has unique provisions, but the Non-Renewal System handles the events in a similar fashion. There are four processes that comprise the Non-Renewal System referred to as the Inquiry, Mark, Clear, and Change processes. They are outlined as follows:

**Inquiry Process:** Normally, the authorized user will initiate the Non-Renewal Process with an Inquiry Transaction. This Inquiry Transaction supplies the RMV with the specific information the authorized user has about the event including the ticket or Excise Tax bill number, registration number and the date of the event. The RMV returns all the pertinent registration information including owner, address and vehicle identification information. Note; some of the authorized users, especially out of state tolling and parking authorities, solely use this process to assist them in identifying the registrant.

**Mark Process:** If the authorized user is not successful in the resolution of the event, (i.e., the ticket or bill remains unpaid) they may, after the statutory time intervals, avail themselves of the Mark Transaction process. In this process, the authorized user sends the RMV data either received from the Inquiry process or that they already have on file. The RMV applies this data, based on the ticket date, to the associated vehicle registration record and (if applicable) to the first listed registrant's driver's license record. Depending on the type of event and the number of previously recorded events, the registration and associated driver's license may be Marked as Non-Renewable. The response from this process will allow the authorized user to determine if the Mark was successful and if the registration and/or driver's license are now Non-Renewable. Note that the application of two (2) or more parking Marks is required to place a record in a Non-Renewal status. The application of one (1) child support, Excise Tax, tolling or abandoned vehicle Mark will result in a Non-Renewal status.

**Clear Process:** At such time as a Mark Transaction event is resolved with the authorized user, e.g., the Child Support payment, Parking Ticket, Excise Tax bill, Toll, or Abandoned Vehicle ticket is paid, the authorized user is required to send a Clear Transaction to the RMV to indicate that the event is resolved. The current statutes authorizing the Non-Renew Program require the RMV to charge a fee of \$20.00 (referred to as an RMV Surcharge) for every Clear Transaction. The Clear Transaction may, depending on the presence of other Mark records, adjust the status of the driver's license and/or registration records at the RMV.

There is also a version of the Clear Transaction that can be used to remove a Mark that was posted in error. This is referred to as an Error Clear Transaction and does not result in the \$20 Clear charge. This transaction is used to inform the RMV that the event was recorded in error.

**NOTE:** The RMV monitors the use of the Error Clear Transaction and reserves the right to ask the authorized user for supporting documentation.

**Change Ticket Number Process:** The Change Ticket Number Transaction is used to change a ticket or Excise Tax bill number as recorded on **ATLAS**. This transaction only changes the ticket or bill number and does not alter any other information.

## **G. Timing**

For the purpose of the Non-Renew Program, the RMV has established the following timelines and archive criteria:

**Registration and Resulting Driver's License Marks:** These Marks must be performed within two (2) years of either the Violation Date for Parking, Tolling, Child Support, and Abandoned Vehicles or the Tax Date for Excise Tax Transactions.

**Clear Transactions:** As of July 1, 2020, all Clear Transactions must be processed using the following timeframes:

- Once full and final payment has been made and accepted during normal RMV Service Center business hours, the Clear must be processed with the RMV within one (1) hour of accepting this payment. RMV Service Centers are open from 9:00a.m. to 5:00p.m., Monday through Friday (excluding Commonwealth holidays).
- Once full and final payment has been made and accepted during hours other than normal RMV business hours, the Clear must be processed as quickly as is practical, but in no case later than by 9:00a.m. of the next RMV business day.

The RMV is defining the term "**Final Payment**" as the moment in time when the authorized user accepts any form of payment for the outstanding debt the violator owes. There is no allowance of any kind for waiting for checks to Clear or waiting for credit card chargebacks; the moment payment is accepted; final payment has occurred.

**Archive:** All Marks where the driver's license and the vehicle registration have been in a cancelled or expired status for ten years or more will be archived. The RMV reserves the right to reduce this time period.

## **H. Fees and Financial Accounting System**

The current statutes authorizing the Non-Renew Program (for Parking Tickets, non-payment of Excise Tax, Tolling, and Abandoned Vehicles) require the RMV to charge a fee of \$20.00 for every Clear Transaction. These are commonly referred to as RMV Surcharges and accrue as each Clear Transaction is processed. They are reconciled and billed annually as outlined below.

The Financial Accounting System is a sub-function of the Clear Transaction Process. The Financial Accounting System has been designed to administer that portion of the various statutes which, in general, state "Upon such notification to the Registrar, an additional twenty dollar charge, payable to the Registrar of Motor Vehicles, shall be assessed against the registered owner of the said vehicle."

The term RMV Surcharge, as it is used in this manual, is defined as the "additional twenty-dollar (\$20) charge, payable to the Registrar of Motor Vehicles."

The RMV Surcharge is applicable to each individual violation (event) accumulated by the violator:

Number of Violations	Surcharge
1	\$20
5	\$100
10	\$200

Each time a Clear Transaction is submitted, **ATLAS** records the number of RMV surcharges that are chargeable to the authorized user. It is incumbent on the authorized user to, as part of their violation collection process, collect the RMV Surcharge. The RMV Surcharge must be collected and retained by the authorized user. The surcharge billing cycle is run annually on or about September 1st and is based on the Clear Transactions that have occurred in the previous July – June fiscal year.

At this time, **ATLAS** will calculate the number of Clear Transactions and resulting surcharges that occurred during the fiscal year. This information will, for Massachusetts municipalities, be reported to the State Comptroller and then debited against the municipalities local aid distributions. For non-municipal authorized users, the billing information will be reported to MassDOT who will issue a bill to the authorized user for the RMV Surcharges.

The design of the Financial Accounting System is based upon the logical assumption that if an authorized user submits a Clear Transaction, the matter has been disposed of in accordance with the law. In these instances, the RMV assumes that the RMV Surcharge equal to the number of violations that is being Cleared has been collected in total.

### **I. Certified Receipt (in Effect until July 1, 2020)**

The RMV's policy is to send out renewal applications 45 to 60 calendar days prior to the effective date of the renewal. Violators who have attained Non-Renewal status will not receive a renewal notice. Instead, they will receive a letter informing them of their Non-Renewal status. This notice will indicate the type (Child Support, Parking ticket, Excise Tax bill, Toll, or Abandoned Vehicle) of each violation, the number of violations and the specific City or Town.

It is during this 45 to 60 calendar day period that the full impact of the Non-Renewal process will be experienced, and most violators will hasten to satisfy their obligations to the authorized user. Once the obligation has been satisfied, it is incumbent upon both the authorized user and the RMV to provide an expeditious method of renewal. The Certified Receipt will assist in accomplishing this task up until July 1, 2020. On and after July 1, 2020, the authorized user must process the Clear Transaction within the time frames outlined in [Timing](#) section.

The primary purpose of the Certified Receipt is to provide the notification to the RMV so that we can manually perform the Clear Transaction. This allows a violator who is in Non-Renewal status to renew their driver's license and/or registration.

When violators have made full and final payment satisfying all outstanding obligations to the authorized user, the appropriate official must either process the appropriate Clear Transaction on-line (the preferred method) or issue the Certified Receipt and inform the person to go to any RMV office to renew their driver's license and/or registration. The driver's license or registration will be

renewed providing the driver's license and/or registration in question does not have any other Non-Renewal violations from any other jurisdiction.

Once full and final payment has been made, the City or Town is expected to initiate a Clear Transaction. However, if the violator appears at an RMV office to renew a driver's license and/or registration with a Certified Receipt prior to the arrival of the City or Town's Clear Transaction(s), the RMV will perform a Clear Transaction on-line prior to renewing the driver's license and/or registration in question. This Clear Transaction will function exactly as if the City or Town had performed the transaction and will result in the accrual of the RMV Surcharge fees. However, the issuance of the Certified Receipt does not relieve the local official of the obligation of sending a Clear Transaction to the RMV within 20 calendar days.

The RMV recognizes that a possibility exists where someone may forge a Certified Receipt and have the RMV perform a chargeable Clear in error. In these cases, the City or Town must re-Mark the appropriate record(s) and send a letter to the RMV, as noted in the [Program Contact](#) section, requesting credit for these Clears. The RMV will review the case and credit the authorized user for the RMV Surcharges as appropriate.

#### **a. Certified Receipt Field Descriptions and Instructions**

The Certified Receipt must follow the format outlined below. Changes in spacing to allow for typing or impact printers are acceptable. Municipalities and vendors are warned that it is possible to reproduce this form on a computer, so the form requires a signature and official stamp.

The Certified Receipt must be printed on **white** 8.5" x 11" paper. Under no circumstances should an authorized user issue a Certified Receipt, unless full and final payment for all outstanding Non-Renewal actions has been received. The following seven (7) items must be included in the receipt:

**1. CITY/TOWN OF**

Enter in the name of the City or Town issuing the Certified Receipt.

**2. DATE**

Enter in the date payment was received.

**3. VIOLATION TYPE**

Enter the type(s) of violation(s) applicable to this receipt. The Certified Receipt may be color coded to match the violation type.

**4. PERSON/COMPANY INFORMATION**

Complete the person or company information including name, license number (if applicable), address and registration number(s). Registration number(s) should include plate type, registration number, and plate color.

**5. VIOLATION INFORMATION**

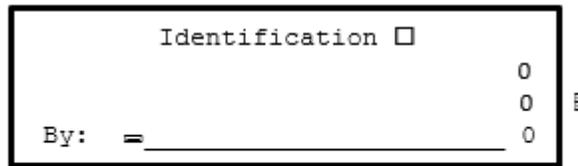
Enter **CLEAR ALL** rather than listing each ticket number. Note that using **CLEAR ALL** rather than listing each ticket number will not affect the RMV's processing as the RMV **will not** validate the ticket numbers with those listed on our records. The RMV assumes that the authorized user has collected final payment for all the specific type of Non-Renewals associated with that authorized user.

**6. AMOUNT PAID (This section of the form is optional)**

- a. Complete the information pertaining to the Amount Paid.
- b. If the Clear is an Error Clear, a separate Certified Receipt must be completed for those violations. In these cases, the **ERROR CLEAR** box must be checked, and the reason noted.

**7. STAMP/SIGNATURE**

- a. This form must be stamped with an official stamp and signed by an authorized individual. Note that this form allows (but does not require) **two (2) signatures**. The signatures do not need to be by different people; however, some communities have adopted a two-person sign-off as a security measure. The RMV performs no validation of the signature or that the signing person is authorized to do so.
- b. The Certified Receipt Stamp, to be used for Parking, Excise Tax, Tolling, and Abandoned Vehicles, must conform to the following specifications:



Height ¾"  
Length 3"

In addition, the following formatting icons above represent:

- : City, Town, College, or Authority identification horizontally across the top of Certified Receipt Stamp.
- ≡ : City, Town, College, or Authority Code Number vertically across the far-right side of the Certified Receipt Stamp.
- ≡ : Authorized Signature Line horizontally across the bottom of the Certified Receipt Stamp.

**J. Balancing Record**

The RMV offers a Balancing Record. This record allows the authorized user and/or their Service Provider to obtain a listing of all the active Marks on **ATLAS** at the time the request is made. This file is available both as a **Batch** file and as a **Web Services Transaction**.

**K. Clear Report**

The RMV offers a Clear Report. This report allows the user to obtain all the Mark and Clear Transactions that have been processed between two (2) specified dates. This report allows the authorized user and/or their Service Provider to reconcile all the Marks, and/or chargeable errors, Clears periodically or monthly (which is what the RMV recommends).

**NOTE:** The Clear Report is the sole method for obtaining a list of all the chargeable Clears that will be billed either via an annual bill or local aid debit. It is the responsibility of the authorized user and/or the Service Provider to obtain this information, perform the reconciliation, and report any discrepancies to the RMV. All such discrepancies must be reported within three (3) months of the transaction processing date for correction. Discrepancies outside this 3-month period will be corrected at the sole discretion of the RMV. The lack of performing timely reconciliations will adversely affect the RMV's willingness to accept late correction requests.

## Part Two: ATLAS Business Portal

### A. Business Portal

The RMV offers a free, web-based **Business Portal** for municipalities and/or their processing vendors to perform real-time Inquiries, Marks, and Clears. End Users of the portal will receive a link for computer-based training (CBT) regarding how to use the portal and how to perform Inquiries, Marks, and Clears.

For **Business Portal** usage and instructions, view the [Non-Renewal Business Portal Reference Guide](#).

## Part Three: Batch Processing

### A. SFTP (Batch) Processing

The RMV system views Non-Renew input as a single consolidated set without regard to transaction code. This means that an input source (City, Town, or vendor) may consolidate all types of transactions (Inquiry, Marks, and Clears) into one electronic file.

A file may contain input from one processing vendor only. This input may, of course, be for multiple Towns which the vendor is authorized to process for.

#### SFTP Delivery Method

Effective July 2019, the RMV's Secure File Transfer Protocol (SFTP) is MOVEit™, which provides more secure, modern technology. Prior to submitting **Batch** files to the RMV, users must set up a MOVEit™ account and test for connectivity.

#### Test Batch Processing

Users will not be allowed to process Non-Renewal Transactions in the production database until users have demonstrated the ability to process test files in the RMV test environment.

Obtain the Non-Renewal file layouts on the [Technical Information](#) page of the [ATLAS RMV Business Partner Communication Website](#).

When you are satisfied with and have completed testing with the RMV, you will be required to notify the Production Control Department via email [prodcontrol@dot.state.ma.us](mailto:prodcontrol@dot.state.ma.us). You will be sent an Attestation Form that will need to be completed, signed, and returned to the RMV before you will be granted access to the RMV Production Environment.

**IMPORTANT:** Once users begin processing in **ATLAS** Production, if there are any software changes on your end, retesting will be required.

#### a. Match Criteria for Marks

This section describes how the Non-Renew System matches user supplied transaction data to the correct registration records on **ATLAS**. A clear understanding of this process informs users how they must control their environment and data in order to maintain a high success rate while using this system. The match sequence outlined below is used for the **Batch** Inquiry and Mark processes.

### **Registration Match**

Most transactions require the matching of registration information to the data maintained on the RMV database. The RMV construes the identification of a registration to be composed of three (3) components:

<b>Registration Number</b>	The digits and/or letters printed on the plate
<b>Plate Type</b>	A three-letter code used to identify the classification of the plate
<b>Issue Date</b>	Date of issue of the registration
<b>Ticket Date</b>	The date of the violation or Excise Tax bill

The intent of the structure is for a given combination of these fields to be unique at any single moment in time. The following examples should be considered as realistic, although invented data:

<b>Registration Number</b>	<b>Plate Type</b>	<b>Issue Date</b>	<b>Expiration Date</b>	<b>Owner</b>
123	PAR	02/04/2019	8/16/2019	Jones, Joseph T.
123	PAR	08/16/2019	03/2021	Doe, Mary Q.
123	COR	01/06/2019	12/2019	Big Dig Company
123	BUR	07/01/2018	06/2019	NYC We Bus

In this example, Mr. Jones registers a vehicle and obtains plate 123 on 02/04/2019, the plate would expire month end on 03/2020. On 08/16/2019, he “gives” this reserve plate to his daughter Mary Doe, she registers her vehicle and the plate now has an expiration date of 03/2021. At the same time, the Big Dig Company has the commercial plate 123 that expires on 12/2019. And the NYC We Bus company has the bus plate 123 expiring in 06/2019. This is a very common scenario and is meant to illustrate the practical challenges of identifying the correct registrant of a reserve plate.

The maximum probability of successful processing occurs if the user supplies complete information (registration number and plate type). The date used for matching purposes is always the date of the event (ticket or bill). If the user has not supplied complete registration information, the software present at the RMV is designed to provide flexibility in the match process.

#### **b. Processing Alternatives**

The implementation of this processing flexibility results in three (3) major alternatives during the pre-processing or syntax editing phase of the process:

##### **1. The User Has Supplied a Complete Plate Type and Registration Number:**

In this case, the internal process known as the plate editor is invoked to ascertain if the registration number supplied conforms to any of the allowable patterns for the plate type supplied.

Depending on the result of this process, the transaction may be allowed to proceed to step 4 or may result in an error.

### **2. The User Has Supplied No Plate Type and a Registration Number:**

In this case, the internal process known as the plate editor is invoked to ascertain if the registration number supplied conforms to any of the allowable patterns for any allowable plate type. If the registration number supplied is valid for one and only one plate type, the transaction can proceed to step 4. If more than one valid registration is found, an error results.

- **NOTE:** If the transaction is allowed to proceed, the complete plate type validated by the plate editor is forced into the transaction just as if it had been supplied.

### **3. The User Has Supplied a Partial Plate Type and a Registration Number (NOTE: The partial plate type is the first 2 characters of a plate type):**

In this case, the internal process known as the plate editor is invoked to ascertain if the registration number supplied conforms to any of the allowable patterns for any plate type which begins with the partial plate type supplied. If the registration number supplied is valid for one and only one plate type meeting this criterion, the transaction is allowed to proceed to step 4. Any other case will result in an error. If the transaction is allowed to proceed, the complete plate type, validated by the plate editor, is forced into the transaction just as if it had been supplied.

### **c. Inquiry and Mark Transactions**

The following steps occur during the Inquiry and Mark Transactions, regardless of which alternative above was used, as long as an error did not occur. The process is identical for Parking, Tolling, and Abandoned Vehicle tickets. It differs for Excise Tax only in the date matching area where only the month and year of the event are used for date criterion (day is ignored).

1. The Registration Number and Plate Type (derived or supplied) are used to query **ATLAS**. Each record meeting the available criterion is retrieved and held for further processing.
  - a. If no registrations were found, the transaction results in an error.
  - b. If no retrieved records were active on the ticket date, the transaction results in an error.
  - c. If only one retrieved record was active on the ticket date, the transaction proceeds to step 2.
  - d. If multiple records were active on the specified date, but all the records had the same owner, the most recently registered record is selected and the transaction proceeds to step 2.
  - e. At this point, multiple records with different owners are present. If the transaction is not a Mark Transaction, it results in an error.
  - f. If the transaction is a Mark Transaction and the owner information in the selected record matches the owner information in the transaction, the transaction proceeds to step 2. Otherwise the transaction results in an error.
2. If the selected record is recorded on **ATLAS** as Stolen on the ticket date, the transaction results in an error. Otherwise, a successful match and Mark has occurred.
3. If the selected record is Marked Swap, any currently active descendent record is located, and its information included.

**NOTE:** This is accomplished internally and the descendant record will be returned in the response record.

## **B. Batch Clear Transaction Processing**

This section describes how the **Batch** process matches and undertakes a Clear Transaction. The Clear Transaction is based on the authorized users processing code, Non-Renewal subsystem, ticket date and ticket number. All four of these items must match for the Clear Transaction to

process. Otherwise, it will result in an error. The Clear Transaction has two (2) options, the Normal Clear (PCC) or an Error Clear (PCE). The successful processing of a normal Clear Transaction will result in the debiting of the authorized users account for the \$20 Clear fee. The successful processing of an error Clear does not result in a Clear fee.

**NOTE:** The error Clear must only be used in the circumstance where the original Mark was processed in error. Failure of the authorized user to collect the Clear fee from the violator is not cause for processing an error Clear Transaction.

## Part Four: Web Services Processing

This section describes how the **Web Services** that support the Non-Renewal process functions. There are 17 different Inquiry functions that are outlined below. These can be used in a variety of ways that can assist the authorized user in the processing of Non-Renewal transactions. The RMV reminds all authorized users and their Service Providers that, by the terms of the Access Agreement, that all authorized users and Service Providers have signed, these functions can only be used for the business function of Non-Renewal. Also, by the terms of the Access Agreement, if asked, the authorized user and/or the Service Provider must be able to demonstrate the nexus between the Inquiry transaction and the Parking, Tolling, Excise Tax, or Abandoned Vehicle violation to the RMV.

The **Web Services** Functions are:

- **GetRegistrationTitleRecordByRegistration:** Inquire on a registration and title record using the registration number and plate type or by the unique **ATLAS** key. This process returns a single record; in the case where there are multiple matches, it will return the most recent Active record or the most recent of all other records that are not Active.
- **GetRegistrationTitleRecordByVIN:** Inquire on a registration and title record using the registered vehicle's VIN or unique **ATLAS** key. This process returns a single record and, in the case where multiple records exists, functions as noted above.
- **GetRegistrationTitleRecordByTitle:** Inquire on a registration and title record using the title number. This process will always return a single record.
- **GetRegistrationRecordbyRegistration:** Inquire on a registration record using the registration number and plate type or unique **ATLAS** key. This process returns a single record, in the case where there are multiple matches, it will return the most recent Active record or the most recent of all other records that are not Active.
- **GetRegistrationRecordByRegistrationKey:** Inquire on a specific registration record using the unique **ATLAS** Key. This is primarily intended to allow the user to retrieve historical registration information.
- **GetVehicleRecordByVIN:** Inquire on a vehicle record using the VIN or unique **ATLAS** key. This process returns a single record; in the case where there are multiple matches, it will return the most recent Active record or the most recent of all other records that are not Active.
- **GetRegistrationListByRegistration:** Retrieve a registration list using the registration and, optionally, plate type and/or registration status. This process will return all records that match the input criteria the minimum input is the registration number (wild cards are not allowed). Since this could result is a lengthy list, this process has a beginning and total number of records requested. This enables the user to specify (for example) to start at record 1 and retrieve 100 records (1-100). And then process the same Inquiry again starting at record 101 and retrieving another 100 records (101-200). And so on.
- **GetRegistrationListByVIN:** Retrieve a registration list using the VIN or partial VIN and, optionally, registration status. This process will return all records that match the input criteria

(wild cards are not allowed). Since this could result is a lengthy list, this process has a beginning and total number of records requested. This enables the user to specify (for example) to start at record 1 and retrieve 100 records (1-100). And then process the same Inquiry again starting at record 101 and retrieving another 100 records (101-200). And so on.

- **GetRegistrationListByOwner:** Retrieve a registration list using the registrant name and/or ID and, optionally, registration status. The unique **ATLAS Entity Key** can also be used. This process will return all records that match the input criteria (wildcard searches are not allowed). Since this could result is a lengthy list, this process has a beginning and total number of records requested. This enables the user to specify (for example) to start at record 1 and retrieve 100 records (1-100). And then process the same Inquiry again starting at record 101 and retrieving another 100 records (101-200). And so on.
- **GetPersonByLicense:** Inquire by a person using their driver's license number (DLN) or unique **ATLAS Entity Key**.
- **GetPersonListByName:** Retrieve a person list using a person's name and date of birth. This process will return all records that match the input criteria (wild cards are not allowed). Since this could result is a lengthy list, this process has a beginning and total number of records requested. This enables the user to specify (for example) to start at record 1 and retrieve 100 records (1-100). And then process the same Inquiry again starting at record 101 and retrieving another 100 records (101-200). And so on.
- **GetBusinessByID:** Inquire on a business using the Federal Identification Number (FID), partial ID, or the unique **ATLAS Entity Key**.
- **GetBusinessListByID:** Retrieve business list using the FID or partial FID. This process will return all records that match the input criteria (wild cards are not allowed). Since this could result is a lengthy list, this process has a beginning and total number of records requested. This enables the user to specify (for example) to start at record 1 and retrieve 100 records (1-100). And then process the same Inquiry again starting at record 101 and retrieving another 100 records (101-200). And so on.
- **GetItemListByAgency:** For a specific Non-Renewal municipality or other type of authorized user (agency), retrieve a list of Non-Renewal Marks and/or Clears by the type of Non-Renewals for a specified calendar year.
  - **NOTE:** This **Web Services** Transaction will be enhanced to include the option for start and end dates enabling the retrieval of transactions that occurred between those dates. Since this could result is a lengthy list, this process has a beginning and total number of records requested. This enables the user to specify (for example) to start at record 1 and retrieve 100 records (1-100). And then process the same Inquiry again starting at record 101 and retrieving another 100 records (101-200). And so on.
- **GetItemListByRegistration:** Retrieve a list of Marks and/or Clears by registration. Optionally, search for Marks and/or Clears by Non-Renewal type and by ticket date.
- **GetListByLicense:** Retrieve a list of Marks and/or Clears by driver's license number (DLN). Optionally, search for Marks and/or Clears by their status.
- **GetItem:** Retrieve a single Non-Renewal Mark or Clear by municipality or other type of authorized user (agency), year and "ticket" number.

## A. Mark and Clear Processing Overview

The Mark and Clear processes using **Web Services** work in a slightly different manner than the **Batch** processes. Rather than using registration types and plate numbers for matching, the **Web Services** use the unique **ATLAS** Ownership key for Mark Processing and, optionally, the **ATLAS** Item key (which uniquely identifies the Mark record) for the Clear Transaction. In this manner, there is no question about which registration record the Mark or Clear applies to.

## B. Mark Transactions

The authorized user must provide the **ATLAS Ownership Key**. This key will uniquely identify a specific registration record. The following edits are then applied using the date of the event (ticket or bill number) for matching purposes.

- If the retrieved record was not active on the ticket date, the transaction results in an error.
- If the retrieved record was active on the ticket date and the selected record is not Marked as stolen, then the registration record is Marked. If the registration record is Marked as stolen, the transaction results in an error.
- If the selected record has a registration status of VRGSWP (SWAP), any currently active descendent registration record is located, and it is Marked.

**NOTE:** This is accomplished internally and the descendant record will be returned in the response record.

## C. Clear Transactions

The Clear Transaction utilizes either the **ATLAS Item Key** or the combination of the Non-Renewal Type, the Source Number (ticket or bill number), and the Source Date (ticket or bill date). In either case, the authorized user must provide the Agency Code and has the option of reporting the Clear as a chargeable or error Clear.

If the unique **ATLAS Item Key** is provided, **ATLAS** will find the Mark and directly apply the Clear. If the Non-Renewal Type, Source Number, and Source Date are supplied, **ATLAS** will match on all three (3) items and apply the Clear. In either of these cases, any mismatch will result in an error.

# Part Five: Appendices

## Appendix A: Sample Authorization Letter

<City/Town's Letterhead>

<Date>

Production Control  
MassDOT - Registry of Motor Vehicles  
25 Newport Ave., Extension  
Quincy, MA 02171

Re: Non-Renewal Authorization Letter

To Whom It May Concern:

The (city/town) of (city/town's name) will be using the (data processing vendor's name, address, telephone number and contact person) for the purpose of performing (Excise Tax, Parking and/or Abandoned Vehicle) Non-Renewals. As such, they are hereby authorized to perform these services on our behalf beginning (date) and until we forward, and the Registry of Motor Vehicles' receives, written notice rescinding this authorization.

As part of the Non-Renewal Process, the following municipal employees are hereby authorized to sign Certified Receipts and to resolve any and all customer related problems that may result from any Non-Renewal Mark:

System	Individual(s)	Telephone Number
(Excise Tax)		
(Parking)		
(Abandoned Vehicle)		

If you have any questions, please contact me directly at (telephone number).

Sincerely,

(Signature)  
(Name)  
(Title)  
(City/Town)



**Appendix C: MOVEIT™ Access Form**



**MOVEit™  
Access Form**

Date: \_\_\_\_\_

<b>A. Business Information</b>			
Legal Business Name		D.B.A.	
Business Address			
Street	City	State	Zip Code
<b>B. Contact Information</b>			
Program Contact			
Email		Phone #	
Technical Contact			
Email		Phone #	
<b>C. IP Address for Whitelisting</b> <i>(see the reverse for more detailed information)</i>			
<b>D. Transmission Method</b> <i>(see the reverse for more detailed information)</i>			
<input type="checkbox"/> System to System <i>(complete automation of the secure file transfer process)</i>		<input type="checkbox"/> Manual Login <i>(requires you to log into MOVEit™ to send &amp; receive files)</i>	
<b>E. Type of File(s) Transmitted</b> <i>(check all that apply, only check the box(es) for the files that you currently send or receive from the RMV)</i>			
<input type="checkbox"/> Bulk Data <input type="checkbox"/> Excise Tax Commitments <input type="checkbox"/> Insurance Policy Management (IPM), formerly UMS <input type="checkbox"/> Non-Renew <input type="checkbox"/> SDIP			

## Appendix D: MOVEit™ End User Form



## MOVEit™ End User Request Form

Effective Date: \_\_\_\_\_

### A. Business Information

Legal Business Name \_\_\_\_\_ DBA \_\_\_\_\_

Business Mailing Address: \_\_\_\_\_

Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

### B. File Type

Bulk Data  Excise Tax Commitments  Insurance Policy Management (IPM), formerly UMS  Non-Renew  SDIP

### C. End User Information

End User Name \_\_\_\_\_

User's Email Address \_\_\_\_\_

#### End User Must read this RMV System ID Policy

RMV Systems stores personal and confidential data. The Federal Driver Privacy Protection Act (DPPA) and the Massachusetts Identity Theft Act, G.L. c. 93H protects this information. The DPPA broadly defines personal information as information that identifies an individual, including an individual's photograph, social security number, driver identification number, name, address, telephone number, and medical or disability information. Specifically excluded from the definition of personal information is information on vehicular accidents, driving violations, and driver's status.

You have been granted access to RMV Data because your company is a permitted business partner allowed to access RMV records. If you are not clear on the business purpose for which you may access the RMV data, talk to your manager/supervisor.

You will be held personally responsible for all activity that occurs on your issued security credentials including:

- any money collected (if applicable);
- the accuracy of any transaction performed
- any inquiry conducted

All transactions are the official records of the RMV; they are recorded, stored, monitored and audited. The RMV may in its sole discretion require you to explain and/or demonstrate the legitimate business purpose or permitted use for accessing the RMV's data for any particular transaction.

As the end user you will:

1. Never divulge your password to anyone
2. Only access the RMV data for business purposes.
3. Never leave your computer unattended with the RMV Data displayed. You must lock the computer or log off before leaving your computer unattended.
4. Ensure that RMV records are not visible to unauthorized individuals;
5. Shred or deposit RMV records into a locked shredder container when no longer needed;
6. Never bring RMV records outside the workplace, unless required to perform your job duties.
7. Never knowingly obtain, disclose or use RMV records for a purpose not permitted under the DPPA. You may be liable for impermissible dissemination of personal information to any individual to whom the personal information pertains;
8. Never misrepresent yourself or make a false statement in connection with a request for personal information with the intention of obtaining said information in a manner not authorized in your companies signed Agreement for Access to Records and Data Maintained by the Registry of Motor Vehicles or the DPPA;
9. Never disseminate RMV records unless such dissemination is required by your specific job duties;
10. Never use RMV records in the furtherance of an illegal act, including a violation of any criminal or civil laws;

If you suspect your account has been compromised, contact [Justin.R.Cutietta@dot.state.ma.us](mailto:Justin.R.Cutietta@dot.state.ma.us) immediately.

The RMV reserves the exclusive right to alter or amend this policy at any time.

#### End User Affirmation and Signature

I, \_\_\_\_\_, agree and will abide by the policy described above. Violation of this policy may be subjected to disciplinary actions, including termination of RMV access, criminal proceedings and/or fines per each violation.

End User Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Return BOTH pages of this form to: [atlas.moveitproject@dot.state.ma.us](mailto:atlas.moveitproject@dot.state.ma.us)

## **Part Six: References**

### **A. Helpful Links and Related Documentation**

[Non-Renewal Business Portal Reference Guide](#)

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

[ATLAS RMV Business Partner Communications Website](#)

[ATLAS Training](#)

[Non-Renew Program Information](#)

[MOVEit™ File Transfer Guide](#)

[MOVEit™ Manual User Guide](#)

[Plate Prefix/License Plate Inquiries](#)

**Web Services Data Dictionaries**, found on **Technical Information** page of the [ATLAS RMV Business Partner Communications Website](#).

### **B. Non-Renewal Processing Examples**

[Non-Renewal Processing Examples](#)

[Non-Renewal Legacy Processing Examples](#)