



Registration Drop Off Center Information Sheet

How Does 'Drop-Off' Registration and Title Service Work?

1. Customers in need of one of the services listed below should compile and complete all appropriate paperwork and any supporting documents. This includes contacting your insurance agent/company to obtain a completed Registration and Title Application (RTA). Customers must drop-off the required paperwork within 30 days of obtaining their RTA. Drop-offs with an incomplete or inaccurate RTA will not be processed.
2. Customers will be able to visit any Registration Drop Off Center between 9:00AM and 4:00PM to drop-off their transaction paperwork. An RMV door advocate will review the customer's paperwork to determine if it's correctly completed and ask customers to fill out a coversheet with their name, email and phone number. Customers will not be allowed to wait and should expect a phone call or email from the Service Center within a few days when their transaction is completed.
3. Transactions will be processed in the order received. When the transaction is complete, customers will receive an email to make payment online. After the RMV confirms payment, customers will receive an email to come in to pick up their plates and/or registration. Transactions will not be ready for pickup until customers complete their payment online.
4. Customers will return to the Service Center to pick up their plates and/or registration.

Customers who are dropping-off or picking-up their paperwork will be served in the order of arrival and should anticipate a wait time for the intake and pick-up process.

How Long is the 'Drop-Off' Turnaround Time?

While the RMV asks for its customers' patience during the initial days of this service offering, anticipated turnaround time for completion of drop-off transactions is within 4 business days. However, it could be done sooner, so customers should make sure to check their email. Drop-offs with an incomplete or inaccurate RTA (see above) will not be processed.

However, customers may expect additional wait times if their transaction paperwork is incomplete, inaccurate, or requires additional review. Customers dropping-off or picking-up their paperwork will be served in the order of arrival and should anticipate a wait time for the intake and pick-up process.

What Type of Transactions Can I 'Drop-Off' for Service?

The following types of transactions can be dropped off by both commercial and individual customers. Registration renewals will still be conducted exclusively online or by mail for individual customers.

- Register and title a vehicle
- Transfer plate to a new vehicle
- Reinstate a registration
- Apply for a registration only
- Transfer a plate between two vehicles
- Register previously titled vehicle
- Transfer vehicle to surviving spouse
- Registration Amendments
- Plate Cancellations

Where is My Nearest Registration 'Drop-Off' Center and When Can I Visit?

Drop-off hours will be between 9:00AM-4:00PM. The following locations will begin performing drop-off registration & title services on Monday, August 10th, while the Braintree Service Center will begin performing drop-off registration and title services on Monday, August 3rd:

- Boston / Haymarket Service Center
- Braintree Service Center (Monday, August 3rd)
- Chicopee Service Center
- Haverhill Service Center
- Milford Service Center
- Taunton Service Center
- Wilmington Service Center

Payment Instructions/Next Steps

Once we complete your transaction, you will receive an email to make payment online.

After we receive confirmation that payment is complete, we will then email you to come in to pick up your plates and/or registration. The average turnaround time is 4 days, but it may be completed sooner.

Please note: Your transaction will not be ready for pickup until you have completed your payment online.

For detailed step-by-step instructions on making an online payment, visit:
<https://www.mass.gov/doc/making-an-email-initiated-payment/download>