

RMV Service Center Services



Permit/License/ID Related Transactions

If you need to complete an in-person **permit, license, or ID transaction**, you are **required** to make a reservation online. To schedule your appointment, visit Mass.Gov/RMV and select Make or Cancel a Reservation option or scan the QR code using your smartphone. After scheduling your appointment, you will be sent a confirmation email that instructs you to arrive on time at your designated time and prepared for your visit.



- You **must CONFIRM** your appointment by clicking the **VERIFY MY EMAIL ADDRESS** link in the email sent to you by the reservation system. If you do not confirm your email address within 15 minutes, your appointment will be cancelled.
- If you do not see the confirmation email in your email box, please check your junk/spam folder.
- If you are more than 15 minutes late for your appointment, you will need to reschedule your appointment.

Registration Related Transactions

Transactions that **CAN** be performed at an RMV Service Center without an appointment:

- Register My Vehicle
- Reinstate My Registration
- Transfer Vehicle to a Surviving Spouse
- Amend My Registration
- Confirm Identity for a Registration Renewal

If your transaction is not listed above, please check the chart on backside of this document for information on how to process your transaction.

Please note that **WEDNESDAY** mornings between 9:00am & 10:00am are reserved for **SENIOR CITIZENS**. Walk in services are only available during this time for those customers over 65 years of age.

If you are a AAA member, an appointment is required for all RMV transactions at all AAA locations. To book an appointment at your local AAA office for any of the service listed above, visit <https://northeast.aaa.com/automotive/registry-services/massachusetts.html>

Other services that cannot be processed at a Service Center

Transaction	How to process:
Title My Vehicle	This transaction can only be done by mailing your application to: RMV - Attention: Title Department PO BOX 55885 Boston, MA 02205-5889
Add/Remove a Lienholder on a Title	This transaction can only be done by mailing your application to: RMV - Attention: Title Department PO BOX 55885 Boston, MA 02205-5889
IRP - Register a New Vehicle	IRP transactions for new vehicles (or new to IRP) are only processed at Milford, Wilmington, and Springfield RMV Service Centers and do not require a reservation.
Pay My Vehicle Sales Tax	This transaction can only be done online on the Department of Revenue's (DOR) website.
Replace My Plate Return Receipt	This transaction can only be done by calling the Contact Center at 1-857-368-8000.
Cancel My Registration	This transaction can only be done online at Mass.Gov/RMV.
Extend My Temporary Plate	This transaction can only be done online at Mass.Gov/RMV.
Pay My License and Road Test Fees	This transaction can only be done online at Mass.Gov/RMV.
Renew My Registration	This transaction can only be done online at Mass.Gov/RMV or by mailing your registration renewal to: RMV - Attention: Mail-In Registration Department PO Box 55891 Boston, MA 02205-5891
Replace My Lost/Damaged Plate	This transaction can only be done online at Mass.Gov/RMV.
Replace My Registration	This transaction can only be done online at Mass.Gov/RMV.
Replace My Title	This transaction can only be done online at Mass.Gov/RMV or by mailing your application to: RMV - Attention: Title Department PO BOX 55885 Boston, MA 02205-5889
Schedule and or Pay for a Salvage Inspection	This transaction can only be done online at Mass.Gov/RMV.
IRP – Renew My Apportioned Registration	IRP Renewals can be mailed to RMV, IRP Department 25 Newport Ave Ext Quincy, MA 02171 or follow the instructions in your IRP Renewal packet to obtain online access.
Apply for a Salvage/Owner Retained Title	This transaction can only be done by mail. RMV - Attention: Title Department PO BOX 55889 Boston, MA 02205-5889
Correct a Title	This transaction can only be done by mailing your application to: RMV - Attention: Title Department PO BOX 55885 Boston, MA 02205-5889