



REGISTRY OF MOTOR VEHICLES

MAIA Training Update

April 21, 2021

RMV Check Policy and Bulk Transactions

RMV Check Policy

Effective July 1, 2021, RMV employees will be prohibited from completing, altering, or filling out a check for any customer. This policy applies to all RMV locations that accept checks.

The RMV has created a memo detailing the policy for MAIA, runners, and dealerships that will be inserted into bundles for pick up and provided to runners at time of drop off.

Check Underpayment and Overpayment Process

Check underpayments:

- For checks made out for less than the total amount due, the RMV will send an email to the customer, agent, runner, or dealership with a link to make payment online. Detailed step-by-step instructions on making an online payment can be found at: <https://www.mass.gov/doc/making-an-email-initiated-payment/download>

Check overpayments by \$5 or less:

- ATLAS will automatically add a Small Balance Adjustment to the customer's account. If this money is requested to be returned, a rebate case request will be generated and a rebate check will be sent to the customer.

Check overpayments by \$5.01 or more:

- A rebate will be issued to whomever provided the check.