State of New Hampshire
Department of Safety
Division of Motor Vehicles
Bureau of Registration
Concord, New Hampshire

Procedure Manual
for
Municipal Agents

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Commissioner of Safety

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State of New Hampshire Website: WWW.NH.GOV/DMV
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Contacts - For Agents

(These are not for the General Public)

Agent Help Desk

Phone: 888-320-8585 or 603-227-4100
Fax: 271-1061

If sending a fax by request, please be sure to address it to that person. If sending a fax as information, please write an explanation.

E-mail: mahelpdesk@dos.nh.gov

If unable to reach the Agent Help Desk by phone for a non urgent matter, we recommend sending an email. Include your name, location name, the number at which to reach you and include a brief description of the problem.

Hint: When the Agent Help Desk needs to notify all Municipal Agents we do so with a mass e-mail. Speak with your office IT personnel and ask them to make sure that the office computer system does not block this as “junk” or “spam”.

Mailing Address:
Bureau of Registration
Stephen E. Merrill Building
23 Hazen Drive
Concord, NH 03305
Attn: Agent Help Desk

**Remember: the bureaus are open Monday through Friday from 8:15AM to 4:15PM**

Title Bureau: Phone: 227-4160
Fax: 271-0369

Mailing Address:
Bureau of Title and Anti-Theft
Stephen E. Merrill Building
23 Hazen Drive
Concord, NH 03305

Plate Warehouse: Phone: 271-3757
Fax: 271-6678

Mailing Address:
Department of Safety
Division of Motor Vehicles
Attn: Plate Warehouse
41 Hazen Drive
Concord, NH 03305-0001
Internal Audit: Phone: 227-4195    Mailing Address:
Fax: 271-7390    Department of Safety
Audit Section
Stephen E. Merrill Building
23 Hazen Drive
Concord, NH 03305

Business Office:
Close Out Issues: 271-6676, 271-1503
Protested Checks: 271-1016
Refunds and credit memos: 271-6176
Call-in# for banks other than: Bank of America/ Citizens/TDBank: 1-800-251-5172
Greenie/Deposit problems/ordering deposit tickets: 271-6755
Fax: general- 271-4017    Alternate fax- 271-3484

Mailing Address:    Department of Safety
Business Office
33 Hazen Drive
Concord NH 03305

Contacts- For General Public

Bureau of Registration
International Registration Plan (IRP) Phone: 227-4030
227-4110

Bureau of Title and Anti-Theft Phone: 227-4150

Driver Licensing Phone: 227-4020

Financial Responsibility
To Pay by Credit Card Phone: 227-4010
800-272-0036

Motorcycle Rider Training Phone: 227-4025

The Division of Motor Vehicles website contains the answers to many questions as well as forms. For
more information, customers may log on to:

www.nh.gov/safety/divisions/dmv
Commonly Asked Questions

Q. May I process any offline transactions for the State portion of registrations?
A. No. You must issue a 30 Day Extension form (see page 43) for renewals and expired temporary registrations when MAAP is down statewide and this has been confirmed by the Agent Help Desk. There are NO exceptions. If you are experiencing difficulties connecting with the MAAP program, contact the Agent Help Desk.

Q. How long does a Municipal Agent keep records associated with the program?
A. Generally one year prior to date of last audit. See page 51 for complete record retention requirements.

Q. May I perform a transfer on a controlled plate? For example a 1 to 4 digit passenger (PASS or CPASS) or a 1 to 3 digit commercial (COMM)?
A. Yes, but only if there are NO changes in ownership.

Q. What is the difference between a plate change and a plate release?
A. A plate change is done on a valid registration for a lost, stolen or damaged plate, or at renewal time if the customer wants a different plate on their vehicle. A plate release is done on an expired registration or vehicle which has been sold. The plate is released off the previous vehicle so the customer can use it on their new or current vehicle. By releasing the plate, no transfer credits can be given. A released plate can be given to a different owner with a signed plate release form. Please refer to the Plate Release Procedures Standard Operating Procedure. Call the Agent Help Desk with any questions.

Q. May I complete a plate release? For example: John Doe wishes to give his plate to his daughter Suzie Doe?
A. Please refer to the Plate Release Procedures Standard Operating Procedure. Call the Agent Help Desk with any questions.

Q. May I issue replacements for lost plates, decals and registrations?
A. Yes, only if specific criteria are met. See page 45 for complete instructions.

Q. May I process a 60-day Temporary Registration?
A. No, process the municipal permit for a new registration. The registrant must take all of the paperwork to the Concord DMV or a substation in order to receive the 60-Day Temporary Registration. The registrant must meet the criteria listed in the Title Handbook for 60 Day Registration. See page 26 for more information.

Q. May I accept an out of state registration as VIN (Vehicle Identification Number) verification for a title exempt vehicle?
A. No. You may accept a copy of an out of state title or NH title, a current or expired NH registration, or a properly completed original Verification of Vehicle Identification (TDMV 19A). You cannot accept a NH temporary registration.
Q. **When do I need to obtain VIN verification?**
A. You will need to obtain verification on any title exempt motor vehicle which had previously required a title, has a missing or duplicate VIN or any homemade vehicle. Pursuant to RSA 261:3, a title exempt vehicle is a vehicle which is greater than 15 years old. VIN Verification shall be done on the TDMV 19A.

Q. **What do I do if the registrant has had a name change?**
A. If the registrant has not changed his/her name with Driver Licensing, you must register and/or title under the previous name. Instruct the registrant to go to Driver Licensing with his/her current license and legal name change document as soon as possible. For a list of acceptable forms, the registrant should contact Driver Licensing or log on to [http://www.nh.gov/safety/divisions/dmv/driverlic](http://www.nh.gov/safety/divisions/dmv/driverlic)

Q. **What do I need to process a Survivorship Rights title and registration?**
A. The registrant will need to have the current valid registration, a copy of the Death Certificate and the current title.

Q. **How can I be sure that the registrant qualifies for Farm, Farm Tractor or Agricultural plates?**

Q. **How do I know if I can register someone who has a Visa?**
A. If the registrant holds any type of Visa other than a B1 or B2 Visa, you may register him/her as you would any other resident. He/she will have 60 days to obtain a NH driver license or ID. If the registrant has a B1 or B2 visa, he/she must visit the Concord DMV.

Q. **If it is renewal time and the registrant produces an out of state license, what should I do?**
A. Refuse to register them until they obtain their NH license pursuant to RSA 263:35.

Q. **My registrant is active duty military and is stationed in NH but is a resident of another state, can I process the registration?**
A. No, he/she will need to provide a letter to the Concord DMV or a substation from his/her commanding officer showing his/her home of record and that he/she is stationed in NH. He/she is exempt from local fees. See page 44 for more information.

Q. **May I perform a plate swap?**
A. No. Plate swaps (exchanging the plates of two vehicles having the same primary owner and expiration date) can only be done at a state DMV office.

Q. **Can I complete a SEMIT registration which is only 12,000 lbs since it is under my weight restriction?**
A. No. SEMIT registrations may only be done at the Concord DMV or a substation. See page 40 for more information.
Q. I am processing the municipal permit of a registration with a plate type I do not issue. How can I be sure I am charging the correct registration fees?
A. Enter the plate type into the plate type field on the system (for example: DVETE) and the correct fees will be calculated.

Q. When is the MAAP system available for processing?
A. MAAP is available Monday – Thursday 6am-9pm, Friday 6am-6pm and Saturday and Sunday 6am-8pm unless otherwise notified. MAAP is taken down each night for updates and personnel must be out of the system by the latest time indicated.
Functions By Location

Municipal Agent Functions

- New, renew, and transfer registrations up to and including 26,000 lbs., not APRO or SEMIT
- Late renewals up to 12 months, 30 days for PASS (0-9999)/COMM (0-999)
- Enter Title Application information from dealer/lienholder
- Enter Title Application information based on title/manufacturers certificate of origin (MCO)
- Check on the availability of and issue initial plates
- Issue conservation "Moose" plates and State Park plates
- Replace full set of plates
- Order one replacement plate
- Replace decals except APRO
- Replace registrations except APRO
- Browse registrations by owner name, plate #, VIN and decal number
- Display title information by name/DOB, VIN, title #, or CTA #
- Browse individual by last name/DOB or last name/first name or address
- Address changes for individuals and corporations
- Cut short slips, credit memos, and refunds only if necessary (call the Agent Help Desk)
- Receive cash, checks, money orders or traveler’s checks for payment
- Transfer PASS (0-9999)/COMM (0-999) with no change in owners
- Issue NHTR VINs for trailers 3000 lbs and under
- Perform plate releases
- Agents with IDMS: receive inventory and issue “Moose” gift certificates
- Issue State Park Plates

DMV Substations Functions

Performs the same functions as municipal agents as well as:

- Issue plate types: COMM, CONEQ, MOPE, SBUS, SEMIT, VVETE
- Register vehicles over 26,000 lbs.
- Renew permanent plates
- Plate changes for change of usage where registration fees differ based on the plate type
- Issue 20 Day plates
- Issue 60 Day plates
- Sell dealer temporary plates
- Sell inspection stickers
- Survivorship registrations
- Issue temporary walking disability placards
- Renew or transfer APRO plates Twin Mountain or Concord ONLY
- Register semi trailers
- Issue overweight permits
- New, renew and transfer boat registrations
- Plate swaps
Concord DMV

Performs the same functions as substations as well as:

- Issues plate types: AMBU, ANTI, AMOT, ATRAI, APRO, FPOW, GSPAS, HCAP, HMOTO, HRSE, NHNG, PHRB, PERM, NPURP, PHMOT, SCOMM, SROD, DVETE, VMOTO
- Issue and transfer PASS (0-9999)/COMM (0-999) plates with owner changes
- Process hardship registrations
- Correct registrations done in error
- Perform listings/Micro-film lookups
- Process valid requested refunds
- Handle Administrative Complaints
- Request investigations through State Police
Training Requirements

If there is a new employee in the office who will be performing any State motor vehicle functions, there are training requirements that shall be met pursuant to Saf-C 519.06. It is recommended that he/she work in the office for approximately 30 days prior to attending any State training. This allows time for him/her to learn the basics for processing the municipal permit of registrations.

ALL Municipal Agents: All individuals processing State work must complete training regarding the Driver’s Protection Privacy Act (RSA 260.14) in addition to Municipal Agent Certification training. Clerks may not process any state portion of a registration until he/she is certified.

Browser Municipal Agents: Please contact the Agent Help Desk to schedule the Online MAAP training. This consists of system and procedural training. Clerks who use the Browser software may not process transactions on the MAAP system until training is completed.

Municipal Agents using third party software: Online Agent Training is required as it is an in-depth look at online processing from a procedural standpoint.

Pursuant to Saf-C 519.07 any Municipal Agent or employee who is determined to be deficient in any area shall be required to repeat any or all of the above training requirements.

Please note: Any Municipal Agent or employee may voluntarily request to attend any class that he/she may wish as a refresher.

**Please contact the Agent Help Desk for training dates and space availability. To request training, e-mail, fax, or mail your request on town/city letterhead listing the employee name, title, date of hire and the requested class and date of training. You will receive confirmation for the class once the employee has been enrolled**
Overview of the NH Code of Administrative Rules:

NH Code of Administrative Rules Saf-C 519 Registration by Municipal Agents

This section covers the duties and responsibilities of Municipal Agents and their staff. Each Municipal Agent office shall have a copy of the Administrative Rules and familiarize the office with them. These rules are available online at http://www.gencourt.state.nh.us/rules/saf-c500.html

If there is to be a new Municipal Agent in office due to elections or appointments, immediately request a Municipal Registration Agent Application, Municipal Registration Agent Contract and prepare a letter from the Governing Body approving the appointment of said person as the Municipal Agent. See Saf-C 519.02. The Municipal Agent, who signs the application and contract, will be the main contact for the Agent Help Desk and will be responsible for the performance of the town/city employees and the processing of State work.

Hint: Pursuant to Saf-C 519.17, in the event the Municipal Agent leaves office, the employees who are certified to register motor vehicles in that city or town shall be allowed to continue uninterrupted until a new Municipal Agent is appointed.

- Each Municipal Agent must have a bond on file with the State and submitted to the Agent Help Desk. These bonds shall be renewed annually pursuant to Saf-C 519.08.

- Each Municipal Agent will be issued a Validation Stamp with a $25.00 refundable deposit per stamp pursuant to Saf-C 519.09.

- Administration guidelines regarding the registration of vehicles can be found in Saf-C 519.11.

- If there is a change in office hours the Municipal Agent must notify the Agent Help Desk pursuant to Saf-C 519.12.

- Upon receipt of inventory from the department, each Municipal Agent shall complete a report which shall verify receipt of received inventory pursuant to Saf-C 519.15.

- Each Municipal Agent shall remit daily all title and registration work pursuant to Saf-C 519.16.

- The Agent Help Desk shall be notified in writing of any change in office personnel due to new hire, termination, retirement, suspension, election or town/city appointment pursuant to Saf-C 519.17

- All inventories shall be issued in numeric order pursuant to Saf-C 519.20.

- All Municipal Agents shall deposit daily as stated in Saf-C 519.21 unless an approved alternate deposit schedule is in place.

- By January 15th of each year, all decals in the possession of a Municipal Agent for the prior calendar year shall be returned to the department pursuant to Saf-C 519.26.
• Limitation of Duties for Municipal Agents pertaining to early and late renewals and weight limits for registration processing can be found in Saf-C 519.27.

Please note: RSA 261:74-a, b, c, d, e, f, g are the State of New Hampshire laws that pertain specifically to Municipal Agents. The Administrative Rules are to assist you in clarifying these laws.

State statutes are available online at http://www.gencourt.state.nh.us/rsa/html/NHTOC/NHTOC-XXI.htm
Start of Day Procedure

All Municipal Agents shall be on a daily deposit schedule, unless an alternate schedule has been approved by the Director pursuant to Saf-C 519.21(g) & (h). You should have a copy of this approval kept in your office. **NOTE:** ACH (Automated Clearing House) locations shall be on a daily deposit schedule, regardless of whether an alternate schedule has been approved by the Director.

Call in your prior day’s deposit to 1-866-221-8322 (Web Cash Deposit Reporting). Please **DO NOT** call in your prior day’s deposit until **AFTER YOU MAKE THE DEPOSIT** and are sure the funds are available.

*Please note: If your account is with Bank of America, Citizens Bank or TDBank you are not required to make a call-in.*

**Workstation Set Up:**

If you did not complete a successful closeout on the MAAP system for the previous days’ transactions, you will be required to do so before being able to process transactions for the current day. Contact the Agent Help Desk if assistance is needed.

1. Verify that books of double and single decals are in sequential order starting with the number(s) after the last number issued the preceding day.

*Hint:* It is helpful to place the cardboard from the back of the decal pack under the page of decals you are currently issuing. This procedure will help prevent the tearing off and issuance of decals out of sequence.

2. Verify that plate, decal, and CTA numbers are in sequential order starting with the number(s) last issued the preceding day.

3. Set up a batch card for your document pile with the current date, your 4-digit location code, your 4-digit user number and your user name. See example below:

```
DATE: 01/01/2010
LOC: 0123
CLERK: 1111/clerkw
RDMV 312
```

Remember: Each individual who enters transactions into the MAAP system must have his/her own document pile and batch card

**IMPORTANT:** When logging into MAAP, you shall use only your assigned login and password. Remember that you signed a user agreement when you were given a user name and number that stated: *I understand that I have been given access to the State of New Hampshire Motor Vehicle Computer System – MAAP, by way of my assigned User Name and Password. This information is CONFIDENTIAL. I will use it only for its intended purpose. I will not let anyone use the permissions assigned to me nor will I allow anyone to work under my assigned user name.*
End of Day Procedure

MAAP Closeout - Two Check Locations

1. Verify the dollar amount of each check collected against the State fee validated on the back of the check. *If there is a discrepancy, contact the Agent Help Desk or DOS Business Office for assistance.*

2. Add your checks and cash figures separately. Perform your MAAP closeout. Remember that you must also include any short slips or credit memos *issued* when you perform your MAAP close out. *You do not need to include credit memos collected or short slips that were paid.*

3. When balanced, confirm the closeout and make one screen print for your records. *If you have difficulties balancing your closeout contact the Agent Help Desk or the Business Office for assistance.*

4. Print an End-of-Day report for each clerk’s work or save electronically for auditing purposes.

5. Correctly assemble your document pile using these guidelines:
   - Place a correctly filled out Batch Card on the front of each clerks document pile
   - Put all city/town portion only registration applications and forms of this size together in the order processed
   - Behind the above, place the 8 ½ x 3” registration documents
   - Next put the half sheet forms (VIN verification, Parental Consent, etc.) behind the registrations
   - Then place the full size sheets (photocopies of titles and death certificates, Applications for Initial Plates, etc) behind the half sheet documents
   - Use two (2) paperclips or rubber bands to hold the document pile together and prevent documents from moving in the envelope during shipping and handling

6. All CTAs processed are to be placed in a pile together, *separate* from the document pile. **DO NOT** staple registrations to CTAs. **DO** staple all supporting documents for CTAs to the CTAs.

7. Place all TAG 50 forms and damaged decals/inventory in the envelope, as these should not be included in the document pile.

8. Use at least a 9” by 6” mailing envelope to avoid folding the DMV registration copies. If documents are folded multiple times the computer scanner used for archiving may become jammed. Using the correct postage, mail to:

   Department of Safety  
   Division of Motor Vehicles  
   Attn: Plate Warehouse  
   41 Hazen Drive  
   Concord, NH  03305-0001
MAAP Closeout – ACH “Single Payment” Locations

1. Perform your MAAP closeout.

2. When balanced, confirm and make one screen print for your records. *If you have difficulties balancing your closeout contact the Agent Help Desk or DOS Business Office for assistance.*

3. Print an End-of-Day report for each clerk's work or save electronically for auditing purposes.

4. Correctly assemble your document pile using the following guidelines:
   - Place a correctly filled out Batch Card on the front of each clerks document pile.
   - Put all city/town portion only registration applications and forms of this size together in the order processed.
   - Behind the above, place the 8 ½ x 3" registration documents
   - Next put the half sheet forms (VIN verification, Parental Consent, etc.) behind the registrations.
   - Then place the full size sheets (photocopies of titles and death certificates, Applications for Initial Plates, etc) behind the half sheet documents.
   - Use two (2) paperclips or rubber bands to hold the document pile together and prevent documents from moving in the envelope during shipping and handling.

5. All CTA's processed are to be placed in a pile together, separate from the document pile. **DO NOT** staple registrations to CTA's. **DO** staple all supporting documents for CTA's to the CTA's.

6. Place all TAG 50 forms and damaged decals/inventory in the envelope, as these should not be included in the document pile.

7. Use at least a 9" by 6" mailing envelope to avoid folding the DMV registration and title copies. If documents are folded multiple times the computer scanner used for archiving may become jammed. Using the correct postage, mail to:

   Department of Safety
   Division of Motor Vehicles
   Attn: Plate Warehouse
   41 Hazen Drive
   Concord, NH 03305-0001
Daily Deposit Locations

IMPORTANT: All Municipal Agents are on a daily deposit schedule unless they have an alternate schedule approved in writing by the Director. The deposit should be made for each location, NOT for each clerk.

1. List checks on the deposit slip by number, include a calculator tape totaling the checks, or include the checklist provided by your vendor software. Make sure to verify the dollar amount with the handwritten amount for listing on the deposit slip. Count the cash collected and list the amount on the deposit slip.

**DO NOT ADJUST CASH TO MAKE DEPOSIT EQUAL LOG, INSTEAD FIND THE PROBLEM!! Call the Agent Help Desk or Business Office for assistance.**

2. Complete the Cash Management System Data Document (Greenie) at this time.

3. Pursuant to **Saf-C 519.19**, State funds must be secured during non-business hours.

4. Send all of the following items directly to the Department of Safety, Business Office, using the green prepaid envelopes, with your **LOCATION NAME** in the upper left corner. **DO NOT use these envelopes for ANY other purpose.**
   - Carbon copy of the deposit slip or the ACH transmittal receipt
   - Original bank receipt of deposit
   - Original Greenie after transfer is made

Web Cash Deposit Reporting- Touch-tone Input Instructions

1. To initial transaction, dial **1-866-221-8322**

2. Welcome, please enter a pound sign (#) after each entry.
   - Please enter your COMPANY ID.
     You enter: “64803#”

3. Please enter your USER ID (location number).
   - You enter: “0123#”

4. Please enter your password (must be at least 8 numbers long- cannot start with O).
   - You enter “ABCDEF#”

5. Enter 1 followed by the pound sign (#) to make an entry
   - Enter 2 followed by the pound sign (#) to change your password
   - Enter 3 followed by the pound sign (#) to delete an entry
   - You enter “1”

6. Please enter deposit amount
   - You enter “_ _ _ _ _ _ _ _*_ _ #”
   - Reminder: when entering dollars and cents, use the star key (*) as the decimal point.
7. You have entered $12,345.67. Is that correct? Press 1 followed by the pound sign (#) if correct. Press zero followed by the pound sign (#) to re-enter.
You enter “1#” (correct) OR “0#” (to re-enter)

*Record your confirmation number and retain for your records.*

The “Greenie” - Cash Management System Data Document

**DEPOSIT REPORTING SUMMARY**

**IMPORTANT:** SUBMIT ONLY ONE SHEET PER WEEK PER LOCATION.

| Location Name: | Date: |
| Location Number: | User ID: |
| Company ID: | Enter Password: |

ENCLOSURES: Please check if enclosed:

☐ DEPOSIT RECEIPTS FOR EACH DAY WORKED
☐ DEPOSIT SLIP FOR EACH DEPOSIT

DO NOT INCLUDE COPY OF CLOSEOUT SHEET

<table>
<thead>
<tr>
<th>DATE OF WORK OR “OFFICE CLOSED”</th>
<th>DEPOSIT AMOUNT</th>
<th>CALL IN DATE</th>
<th>DEPOSIT DATE</th>
<th>CONFIRMATION NUMBER</th>
<th>SIGNATURE REQUIRED FOR EACH DAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUNDAY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MONDAY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TUESDAY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WEDNESDAY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>THURSDAY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FRIDAY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SATURDAY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TOTAL

*Fill out the reporting form in its entirety and remit to the state **weekly** in the green prepaid envelope. Please pay attention to the dates on the form; date of work, call in date, deposit date which may all be different days. Please fill-in your location name, location # and deposit amount, confirmation number and provide a signature for each day reported. Also include the password which transfers monies from your local bank branch to the state bank. This is a restrictive password and does not permit any other functionality. This permits the state to make corrections to your call-in or perform you call-in due to absenteeism.*
• Please do not include daily work logs or closeout screens prints with your remittance. Only the bank deposit slip, deposit receipt or ACH transfer receipt along with the greenie form is required.
• DO NOT send money in the prepaid green envelopes. All money should go in the bank deposit.
• The last business day of the month should be the last line used on the greenie form. Begin a new greenie on the first day of business in any given month.
• Once a call-in has been made to the state bank, fax a copy of the greenie to 271-3484.

Make adjustments only when the Department of Safety Business Office requests them.

Daily Deposit - ACH “Single Payment” Locations

IMPORTANT: All Single Payment location Municipal Agents must transfer state funds daily, regardless of whether a previous alternate deposit schedule was approved in writing by the Director.

1. Deposit all funds in the local account.
2. Complete the ACH transfer to the State daily.
3. Complete the Cash Management System Data Document (Greenie) weekly.
4. Send all of the following items directly to the Department of Safety, Business Office, using the green prepaid envelopes with the LOCATION NAME printed in the top left corner. DO NOT use this envelope for ANY other purpose.

Original Greenie after transfer is made
ACH transfer receipt
## Registration Examples

### Municipal Permit Example

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Previous Plate Number, same as 42</td>
</tr>
<tr>
<td>1A</td>
<td>Check Digit*</td>
</tr>
<tr>
<td>02</td>
<td>Previous Type of Plate, same as 43</td>
</tr>
<tr>
<td>03</td>
<td>Agent Number</td>
</tr>
<tr>
<td>04</td>
<td>Critical Information Message</td>
</tr>
<tr>
<td>05</td>
<td>Correction Codes, Corrections and Notes</td>
</tr>
<tr>
<td>06</td>
<td>Special Plate Number*</td>
</tr>
<tr>
<td>07</td>
<td>Special Plate Type*</td>
</tr>
<tr>
<td>08</td>
<td>Plate Number</td>
</tr>
<tr>
<td>09</td>
<td>Type of Plate</td>
</tr>
<tr>
<td>10</td>
<td>Validation Sticker Number*</td>
</tr>
<tr>
<td>11</td>
<td>Expiration Date</td>
</tr>
<tr>
<td>12</td>
<td>Permit Audit Number</td>
</tr>
<tr>
<td>13</td>
<td>Model Year</td>
</tr>
<tr>
<td>14</td>
<td>Make</td>
</tr>
<tr>
<td>15</td>
<td>Model</td>
</tr>
<tr>
<td>16</td>
<td>Fuel Type</td>
</tr>
<tr>
<td>17</td>
<td>Number of Cylinders</td>
</tr>
<tr>
<td>18</td>
<td>Total Number of Axles</td>
</tr>
<tr>
<td>19</td>
<td>Primary Color/Secondary Color</td>
</tr>
<tr>
<td>20</td>
<td>Title Activity</td>
</tr>
<tr>
<td>21</td>
<td>Gross Weight</td>
</tr>
<tr>
<td>22</td>
<td>Body Style</td>
</tr>
<tr>
<td>23</td>
<td>Vehicle Identification Number (1981 and newer: 17 digits)</td>
</tr>
<tr>
<td>24</td>
<td>List Price</td>
</tr>
<tr>
<td>25</td>
<td>Validation Line*</td>
</tr>
<tr>
<td>26</td>
<td>First Owner's Name</td>
</tr>
<tr>
<td>27</td>
<td>First Owner's Date of Birth</td>
</tr>
<tr>
<td>28</td>
<td>Second Owner's Name</td>
</tr>
<tr>
<td>29</td>
<td>Second Owner's Date of Birth</td>
</tr>
<tr>
<td>30</td>
<td>Mailing Address (Street and Number)</td>
</tr>
<tr>
<td>31</td>
<td>Mailing Address (City, State, ZIP)</td>
</tr>
<tr>
<td>32</td>
<td>Legal Address (Street and Number)</td>
</tr>
<tr>
<td>33</td>
<td>Legal Address (City, State, Zip)</td>
</tr>
<tr>
<td>34</td>
<td>Date of Town/City Clerk Visit</td>
</tr>
<tr>
<td>35</td>
<td>Number of Months</td>
</tr>
<tr>
<td>36</td>
<td>Transfer Permit Number</td>
</tr>
<tr>
<td>37</td>
<td>Milage Months</td>
</tr>
<tr>
<td>38</td>
<td>Milage Rates</td>
</tr>
<tr>
<td>39</td>
<td>Permit Fee</td>
</tr>
<tr>
<td>40</td>
<td>Transfer Credit</td>
</tr>
<tr>
<td>41</td>
<td>Amount Paid to Town/City Clerk</td>
</tr>
<tr>
<td>42</td>
<td>Previous Plate Number</td>
</tr>
<tr>
<td>43</td>
<td>Previous Plate Type</td>
</tr>
<tr>
<td>44</td>
<td>Registration/Title Fees*</td>
</tr>
<tr>
<td>45</td>
<td>Owner's Signature</td>
</tr>
</tbody>
</table>

*Only on Previous Registration Certificate format
### Registration Certificate Example

#### State of New Hampshire MOTOR VEHICLE REGISTRATION CERTIFICATE

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>2D Bar Code</td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>Current Plate Number</td>
<td></td>
</tr>
<tr>
<td>03</td>
<td>Current Plate Type</td>
<td></td>
</tr>
<tr>
<td>04</td>
<td>Check Digit</td>
<td></td>
</tr>
<tr>
<td>05</td>
<td>Validation Sticker Number</td>
<td></td>
</tr>
<tr>
<td>06</td>
<td>Gross Vehicle Weight</td>
<td></td>
</tr>
<tr>
<td>07</td>
<td>Permit Audit Number</td>
<td></td>
</tr>
<tr>
<td>08</td>
<td>Expiration Date</td>
<td></td>
</tr>
<tr>
<td>09</td>
<td>Make of Vehicle</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Model of Vehicle</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Body Style</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Color</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Model Year of Vehicle</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Fuel Type</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Axles</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>List Price New</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Vehicle Identification Number</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Prior Plate Number</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Prior Plate Type</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Special Plate Number</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Special Plate Type</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Primary Owner’s DOB</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Primary Owner’s Name</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Second Owner’s DOB</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Second Owner’s Name</td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>Third Owner’s DOB</td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>Third Owner’s Name</td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>Fourth Owner’s DOB</td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>Fourth Owner’s Name</td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>Director’s Stamp</td>
<td></td>
</tr>
<tr>
<td>31</td>
<td>Comments section</td>
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</tr>
<tr>
<td>32</td>
<td>Validation line</td>
<td></td>
</tr>
<tr>
<td>33</td>
<td>Legal Address of Primary Owner</td>
<td></td>
</tr>
<tr>
<td>34</td>
<td>Mailing Address of Primary Owner</td>
<td></td>
</tr>
<tr>
<td>35</td>
<td>Signature Line</td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>Form Number</td>
<td></td>
</tr>
<tr>
<td>37</td>
<td>RSA 266.1 Inspection Authorized</td>
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</tr>
<tr>
<td>38</td>
<td>Designated Copy</td>
<td></td>
</tr>
<tr>
<td>39</td>
<td>Signature Required statement</td>
<td></td>
</tr>
<tr>
<td>40</td>
<td>Municipal Comments</td>
<td></td>
</tr>
<tr>
<td>41</td>
<td>RSA 261.55 Change of Address or Name</td>
<td></td>
</tr>
<tr>
<td>42</td>
<td>Municipal Comments</td>
<td></td>
</tr>
</tbody>
</table>

---

**NOT VALID WITHOUT DIRECTOR’S SEAL**

---

**LEGAL ADDRESS**

**MUNICIPAL COMMENT**
Renewals

Verification

1. Request the registrant’s current or previous registration, pursuant to RSA 261:148. If the registrant does not have or has lost his/her previous registration or renewal mailer, he/she must apply for a duplicate copy of the registration (see page 46 for more information) and pay the $15.00 fee.

2. Inquire if there are any changes or corrections to be made, such as change of address or vehicle, plate type, add/remove an owner, etc. It is necessary to verify ALL information on any renewal registration with the registrant PRIOR to processing as previous information may be missing or incorrect.

3. If the plate numbers do not agree on both the owner’s copy and the system, have the registrant physically check his/her plate. If there appears to be a discrepancy, contact the Agent Help Desk immediately PRIOR to processing either plate number.

*Hint: Do this in the View Registration screen.*
Processing Renewal Registrations

1. After the registration data has been verified, proceed with the renewal process. If the registrant has a new vehicle, and it is the month of renewal, you must transfer for one month then renew for 12 months.

2. Verify the information that is displayed on the system with the information that you have on the renewal mailer and/or the registrant’s current registration permit (addresses, owners, VIN, vehicle, weight, list price, color, plate type, etc). Make any necessary changes.

- **If it is EVEN ONE DAY after expiration, Municipal Agents must call the Agent Help Desk PRIOR to releasing the plate to key as new to the vehicle.**
- Municipal Agents **must process municipal permit only** of renewals on the following: **APRO (Apportioned) plates, SEMIT (Semi-trailers) body styles, controlled plates (NUMES)** that are more than 30 days after expiration or any vehicle that has a **gross vehicle weight of 26,001 pounds or more**. The registrant needs to finish these registrations at a Motor Vehicle Office. **NOTE: APRO registrations at Concord or Twin Mountain DMV and NUMES at Concord DMV only.**

A. If the registrant is a **minor (an individual aged 16 or 17)** be sure to collect a completed original **Parent or Guardian Authorization Certificate (DSMV 38)** for each and every transaction he/she makes pursuant to **RSA 261:53**. **Hint: These forms are not required to title a vehicle. Do not attach this form to the Title application. Send them in with your supporting documents in your registration document pile.**

B. If the registrant wants:
   - Agricultural Plates (AGRI), he/she should be given the **Agricultural Plate form** to read, sign and date. Keep a copy of this form in your office pursuant to **RSA 261:82**.
   - Farm Plates (FARM) he/she should be given the **Farm Plate form** to read, sign and date pursuant to **RSA261:84 III Farm Plates. Keep a copy of this form in your office. pursuant to RSA 261:84**.

C. If a registrant has National Guard Plates, be sure to collect an original **Certificate of Membership and Application for New Hampshire National Guard License Plates (TAG-50)**, if retired a copy of the Retired National Guard ID card, which the registrant shall obtain from his/her Commanding Officer. Pursuant to **RSA 261:91 and Saf C 514.28(a)**. The registrant can call 1-800-GO GUARD (1-800-464-8273) to speak with a member of the National Guard if there are any questions regarding the form.

3. Verify the next available decal number to be issued for the renewal. Be sure to key in the “S” that prefixes all single decal numbers. Remember to issue all decals in sequential order per **Saf-C 519.20**.

4. Collect separate checks for the State and Municipal fees. As a Municipal Agent, you are authorized to collect **no more than $3.00** in addition to the Municipal and State fees. This $3.00 fee can be charged for every registration processed and is deposited in a Municipal account.

5. Endorse the back of each State check using the check validation in the fee settlement/print screen. If you should forget to endorse the back of the check, use a check endorsement stamp...
for the State account and list the plate number and the type of plate being paid by the check. If you do not have a stamp, hand validate the check. You may reference a previously validated check to verify the format. It should read as follows:

FOR RETURN ITEMS
211475000
STATE OF NH
DOS-MV
Date Clerk #
Plate and Type
Amount

NOTE: Single Payment Agents shall disregard the portions of steps 7 and 8 regarding State checks, as all checks will be written to the municipality.

6. Print the registration(s). If you are doing multiple registrations, be sure to verify that the correct decals are attached to the correct registration permit. Decals should be stapled to the top left corner, vertically over the heading “State of New Hampshire” if registrant is in the office. If you are mailing the registrations, staple the decal(s) to the back of the registration(s) so the mailing address is not obscured. Decals must be stapled to the registration(s). If a registrant requests replacement decals, the staple marks show that decals were originally issued. If you are providing the registrant with a set of new plates, you must place the month and year decals on the plate(s).

7. Advise the registrant to sign each copy of the registration. As required by RSA 266:1 IV and Saf-C 519.11(j), advise the registrant to have the vehicle(s) inspected. Renewals have 10 days into the following month for inspection. Motorcycle (MOTO) plates, including antique motorcycles (AMOT), have an inspection month of June. Vehicles with antique passenger plates (ANTI) are inspected in April. Vehicles with antique plates, which are greater than 40 years old, are inspected once every two years pursuant to RSA 266:1 III. Commercial vehicles 18,000 lbs GVW and higher must be inspected twice a year pursuant to RSA 266:1 IX.

8. Stamp the registration, using your Director’s Validation Stamp, in the space provided above the “NOT VALID WITHOUT DIRECTOR’S SEAL” statement. **Black ink only** may be used for the Director’s Stamp. 

   NOTE: Validating with the Director’s Stamp is the LAST step in processing a registration. Never validate until you have collected all State fees due, and have given the registrant an opportunity to verify the information is correct and sign the registration certificate.

9. Place the DMV copy of the registration face down in your document pile in the order it was processed. If an error occurs during the printing process and you need to void this registration, place the State copy of the voided registration in your document pile followed by the corrected copy of the registration.

   *Hint: The End of the Day verification procedure will be much simpler if documents are maintained in the order they were processed in the system.*

10. Deposit the registration fees per Saf-C 519.21.
Motorcycle Renewals

- Motorcycle fees are not based on weight. Renewal fees include an additional $1.00 fee for the Motorcycle Rider Training fund.
- See RSA 259:63 for the definition of a motorcycle and RSA 259:57 for the definition of a moped.
- Single decals are issued.

Moped Renewals

- Moped renewals may be performed at any online municipal agent, the Concord DMV or a substation.
- A single decal is issued for the renewal of a moped.
- New mopeds must have a bill of sale or a manufacturers’ certificate of origin and are processed at the Concord DMV or substation only. A fee of a single plate fee is charged.
- Reference RSA 259:57 for the definition of a moped. If any one of the conditions listed are not met, it is a motorcycle and must be registered according to the motorcycle procedures.

Trust Renewals

Trusts are listed as corporate entities in the system and therefore governed by Saf-C 511.09 (Corporations).

If the Title and Registration do not match, an error message occurs while processing the Trust renewal. View the title on the system to be sure the title is still valid. If it is, check the registration. If the trustee has been listed as the primary owner and the Trust is listed as the secondary owner, it may be necessary to have a “trust indicator” placed on the MAAP system. Call the Agent Help Desk for assistance.

Renewals by Residents Temporarily Traveling Out-of-State

Pursuant to RSA 261:52-b, renewals may be processed for residents who are temporarily traveling out of state and wish to register a motor home (MTRHM) or camper (CAMP) ONLY. These registrations are only eligible for renewal for two years. The registrant must:

- Submit a written statement that he/she intends to return to NH within 2 years.
- Submit a written statement from an adult property-owning resident in that municipality stating he/she agrees the registrant may use his/her address for contact purposes.

Process the renewal and obtain a Record Change Request (DSMV 30) form from each owner and edit the address information.

If the registrant returns for a third renewal period, he/she must prove residency in that municipality and register as a resident. Registrants registering pursuant to RSA 261:52-b may return to residency at anytime upon proof of residency to the municipality. Obtain Record Change Request (DSMV 30) form for each owner and edit the address in the system.
Early Renewals

Renewals may be processed up to 4 months early, including the current month. Do NOT renew any registrations even one day prior to the 4 months, pursuant to RSA 261.62 II (d).

- If the registrant purchased a new vehicle and qualifies for an early renewal, you would first complete a transfer from the “old” vehicle to the “new” vehicle, then an early renewal on the new vehicle. Both can be completed on the same date, but must be done as separate transactions.
- Process the transfer and cut a short slip to the registrant.
- Process the early renewal and collect all fees, including the short slip for the transfer.

**Hint:** It is the registrants’ option to renew the new vehicle after the transfer is completed. It is not mandatory to renew at that time.

Reversal of Names at Renewal Time

Reversing the order of the primary and secondary registrants, performed at renewal time, may be done as follows, providing it does not involve PASS plates 1-9999, COMM plates 1-999, leasing companies, estates, trusts, DBA’s or corporations.

- The primary owner must release the plate(s) in writing, including original signature, to the secondary owner on the registration. Place this with the supporting documents in the document pile.
- Both names must be on the previous registration, verify this in MAAP.
- If the reversal of names results in the new primary owner having a different legal address than the previous primary owner, the registration must be done in the new municipality.
- Continue processing the renewal and issue both a month and year decal.

Renewal with a Plate Change

Plate changes may be done at renewal providing it does not involve PASS plates 1-9999, COMM plates 1-999. The registrant must fill out as appropriate all necessary forms, for example the Application for Initial Plates. If a registrant wants a plate type not available from a Municipal Agent, perform the municipal permit of the registration and have the registrant finish at the Concord DMV or a substation, depending on the plate type.

1. Perform the renewal of the registration.
2. Put the current plate back into the appropriate inventory.
   - In stock - Places plate in general stock charging the plate fee
   - Lost- charges plate fee
   - Stolen - charges plate fee
   - Damaged - charges plate fee
   - Available in Inventory - Vanity- Places plate in your stock does not charge the plate fee
   - Available in Inventory – Non-Vanity- Places plate in your stock does not charge plate fee
Available for reorder – Places plate on order charging the plate fee

3. Issue the correct plate number and type - If performing the municipal permit of a plate type which charges different fees, put the new plate type in the Plate Type field to be sure the correct plate is given and the correct fees are charged by the State.

4. Continue processing the renewal and issue both a month and year decal.

Late Renewals

*Hint: Always complete your municipal permit even if you are unable to process the State portion of the registration renewal.*

Municipal Agents have been authorized to process late renewals under the following conditions. The registrant must have the expired registration or the renewal notice, or will need to purchase a duplicate registration:

1. PASS (1-9999) and COMM (1-9999) and any other controlled plate if no more than 30 days late.
2. Initial plates within 90 days of expiration. More than 90 days, call the Municipal Agent Help Desk to see if the plate is still available or if a plate change is necessary.
3. Any other plate, with the prior registration or renewal notice, within 12 months of expiration.
4. If the registration has been expired for a year and a day, follow the guidelines in the Plate Release Procedures Standard Operating Procedure and key the registration as new.

Common Error Messages While Processing Renewals

1. Owners on title and registration do not match
   - Research why by viewing the current VALID title and checking the ID code(s) for all owners against the ID code(s) on the registration
   - If the vehicle requires a title, the CTA or title must be in AP or VA status
   - If the title is in VO status you must call the Title Bureau
   - If there is a question call the Agent Help Desk

2. Registration is not allowed in renewal period
   - View registration and double check expiration date

3. Individual is deceased
   - Obtain appropriate paperwork for processing a Survivorship Rights transfer registration, if appropriate. See Page 36 for more information

4. A single registration suspension exists for this vehicle
   - Registrant must contact Financial Responsibility at (603) 227-4010

5. Owner’s registration privileges have been suspended
   - Registrant must contact Financial Responsibility at (603) 227-4010
The Title Application

In all cases, before issuing a certificate of title, an application (TDMV 23) for certificate of title shall be submitted to the Director of the DMV for approval. This form will be completed by the NH licensed dealer who sold the vehicle, by the NH municipality, and in some cases, by the lending institution. Only original forms will be accepted, (no copies or facsimiles). The form must be submitted within statutory time limits, along with proper supporting documents and fees. When submitting, supporting documents should be stapled behind the application. Staples should be in the upper left-hand corner.

Title applications are specifically assigned by the title application number (located in the upper right-hand corner of the application) to New Hampshire licensed dealers, NH municipalities, and lending institutions, and are not to be loaned or exchanged.

Completing a title application:

All applications should be printed on a printer with BLACK INK ONLY or typed on a typewriter with a black ribbon of good quality. Please make sure that all information is lined up to print within the appropriate boxes on the title application and that the ink is dark and readable. If the application is too light for microfilming purposes, the application must be redone and resubmitted by the dealer, municipality or lien holder.

Particular attention should be given to the following:

- The signature(s) of all owners listed on the application
- The signature of a New Hampshire licensed dealer (where applicable)
- The date of lien
- The date of purchase
- The odometer reading
- The Vehicle Identification Number (VIN)
- The conjunction if multiple owners are listed
- Prior title number and state

All liens and encumbrances shall be entered on the application before it is submitted to the Director of the DMV for approval. Check off the block designation as to who prepared the title application.

- **Title activity with a status of “PS”** requires a title application to be prepared by the town/city and submitted with the supporting documents attached to the application. The Town/City clerk must enter the title information, carefully entering the correct owner(s), date(s) of birth, VIN, and conjunction. The title fee is NOT included in the validation line of the registration.

- **Title activity with a status of “EX”** requires verification of the VIN and that the vehicle is over 15 years old. The registrant must provide a proper bill-of-sale (see RSA 261:148) and one of the following: an original or copy of a NH registration, an original or copy of a title, or a TDMV 19A Verification of Vehicle Identification.

- **Title activity with a status of “AP”** requires the blue Town Clerk copy of the “applied for” title application. Check to see if the title information is already on the system. This will save time if the application has already been keyed. If it is not on the system, enter the title information into
the system, carefully entering the correct owners, VIN and conjunction. Please ensure that you enter the CTA number that is on the dealer/lien holder application. This will assist the Title Bureau in locating the correct title application for the new vehicle.

Hint: All Municipal Agents should have a copy of the Title and Anti-Theft Handbook in the office. If the office does not have a copy of this handbook contact the Title Bureau or the Agent Help Desk and one will be provided to you.

Title Exemptions

Exempt vehicles are those vehicles which are not required to be titled as specified under RSA 261:3 and are as follows:

- A vehicle owned by the United States or owned or operated by the New Hampshire National Guard.
- A vehicle owned by a manufacturer or dealer and held for sale, even though incidentally moved on the highway or used for purposes of testing or demonstration, or a vehicle used by a manufacturer solely for testing.
- A vehicle owned by a non-resident, of this state, who is not registering the vehicle in New Hampshire.
- A vehicle regularly engaged in the interstate transportation of persons or property for which a currently effective certificate of title has been issued in another state.
- A vehicle moved solely by animal power.
- An implement of husbandry (farm vehicle, agricultural).
- Special mobile equipment (bucket loaders, rollers, chippers).
- A self-propelled wheelchair or invalid tricycle.
- A snow-traveling vehicle as defined in RSA 259:102.
- Trailers with a Gross weight of less than 3001 pounds.
- Mopeds, boats and mobile homes.
- Any motor vehicle whose model year is older than 15 years, except heavy trucks or truck-tractors whose gross vehicle weight exceeds 18,000 pounds. RSA 259:41 defines a “heavy truck” as any motor truck having more than two axles.
- Antique vehicles (unless the vehicle owner requests the antique title). For titling purposes the resident will need to provide a previous NH or out of state title, a previous NH or out of state original registration, an Affidavit of Ownership for Antique Vehicles (TDMV 105) along with a Verification of Vehicle Identification (TDMV 19A) which should be stapled to the title application.
Temporary Registrations

20-Day Temporary Registration

Pursuant to RSA 261:57 registrants qualify for a 20 Day registration if:

- He/she has purchased a new vehicle, other than from a licensed retail dealer, and has proof of ownership.
- He/she is unable to register the vehicle because of the limited hours of the town clerk. He/She must present a registration that is expired or expiring.

These can only be completed at a State DMV Registration Office. The registrant then will have 20 days to title and register the vehicle, but 10 days to inspect.

**Note: No person shall apply for a 20-day registration on the same vehicle more than once within a 12-month period**

In-Transit Registration

Pursuant to RSA 261:57-b and Saf-C 511.06 the Concord DMV or a substation may issue an in-transit registration to the owner of any vehicle purchased in NH only for the purpose of transporting the vehicle to another jurisdiction where it is to be registered. The owner must provide proof of their out of state address. The registration is valid for a period of 20 days. No 20 day in-transit registration will be issued to a Massachusetts resident. Massachusetts does not recognize NH temporary plates.

60-Day Temporary Registration

A 60 day temporary registration may be issued under the authority of RSA 261:57-a, I and SAF-C 514.55. In order to qualify, the owner must be a new resident of the state whose out of state registration plates have expired or will be expiring within twenty days, and whose title is being held by an out of state lien holder. Included under this section are out-of-state leasing firms who currently hold out of state titles and whose lessee has become a New Hampshire resident. Those registrants applying for APRO plates will not qualify. The temporary plates issued are valid for sixty (60) days and shall not be renewed. Other than the leasing situation previously described, sixty (60) day temporary registrations and plates are not issued to owners where no lien exists. Those owners are required to physically produce the existing title before the city/town can prepare the registration or title application. Please refer to the title handbook for a list of states that have owner retained titles, regardless if there is a lien on the vehicle. Contact the Agent Help Desk if you are unsure if the state the new resident is from is an owner retained title state.

Providing the resident meets the above requirements for a sixty (60) day hardship registration, the municipality shall prepare the title application and the municipal permit only of a new registration which the resident shall finish at a Motor Vehicle Office. “60 day hardship” should be printed in the note section of the registration and 60PAS in the plate type. Advise the registrant to bring proof of out of state registration expiration with him/her to the Motor Vehicle office for completion of the registration.
Hardship Registration

Registrants whose registration privileges have been suspended may qualify for a hardship registration, provided they are not applying for APRO plates. Perform the municipal permit (this will need to be processed offline or typed as the system will block the transaction). The registrant must present this to Financial Responsibility at the Concord DMV Office. If he/she qualifies, they will receive a registration with a RED validation stamp. This indicates that his/her registration is a hardship registration.
New Registrations

New Vehicle Registration

1. Before preparing the registration application, examine all title documents (if vehicle is not title exempt) to ensure that all required signatures have been obtained and all necessary supporting documentation has been provided.

A. If the registrant is a **minor (an individual aged 16 or 17)** be sure to collect a completed original **Parent or Guardian Authorization Certificate (DSMV 38)** for each and every transaction he/she makes pursuant to **RSA 261:53**.

   *Hint: These forms are not required to title a vehicle. Do not attach this form to the Title application. Send them in with your supporting documents in your registration document pile.*

B. If the registrant wants:
   - Agricultural Plates (AGRI), he/she should be given the **Agricultural Plate form** to read, sign and date. Keep a copy of this form in your office pursuant to **RSA 261:82**.
   - Farm Plates (FARM) he/she should be given the **Farm Plate form** to read, sign and date pursuant to **RSA261:84 III Farm Plates**. Keep a copy of this form in your office. pursuant to **RSA 261:84**.

C. If a registrant has National Guard Plates, be sure to collect an original **Certificate of Membership and Application for New Hampshire National Guard License Plates (TAG-50)**, if retired a copy of the Retired National Guard ID Card, which the registrant shall obtain from his/her Commanding Officer. The registrant can call 1-800-GO GUARD (1-800-464-8273) to speak with a member of the National Guard if there are any questions regarding the form.

2. The next available plate and decal must then be issued from inventory pursuant to **SAF-C 519.20**. Collect the plate fee in addition to the applicable registration fee for the number of months of registration and, if applicable, the title fee. Issue and affix appropriate month decal for the month of expiration, and appropriate year decals for the year of expiration, to the license plate(s) if you are issuing the plate(s) from your office. If you are providing a paper temporary plate, staple the yearly decals to the top left corner over the State of New Hampshire wording, vertically. If a registrant requests replacement decals, the staple marks show that decals were originally issued. The month decals will be affixed to the metal plates by the warehouse when they are shipped to the registrant.

3. Advise the registrant to sign the registration and to have the vehicle inspected per **RSA 266.1 IV** and **Saf-C 519.11 (j)**. Vehicles new to the registrant have 10 days for inspection. Motorcycle (MOTO) plates, including antique motorcycles (AMOT), have an inspection month of June. Vehicles with antique passenger plates (ANTI) are inspected in April. Antiques, with antique plates, that are greater than 40 years old, are inspected once every two years in the month of April per **RSA 266:1 III**. Commercial vehicles 18,000 lbs GVW and higher must be inspected twice a year pursuant to **RSA 266:1 IX**. New vehicles have 10 days to be inspected.
4. Staple the title application to any supporting title documents and keep it separate from your document pile.

5. Stamp the registration, using your Director’s Validation Stamp, in the space provided above the “NOT VALID WITHOUT DIRECTOR’S SEAL” statement. **Black ink only** may be used for the Director’s Stamp.

**NOTE:** Validating with the Director’s Stamp is the LAST step in processing a registration. Never validate until you have collected all State fees due, given the registrant an opportunity to verify the information is correct and sign the registration permit renewal form.

6. Place the DMV copy of the registration face down in your document pile in the order it was processed. If an error occurs during the printing process and you need to void this registration, place the State copy of the voided registration in your document pile followed by the corrected copy of the registration. See page 49 for instructions on corrections.

**Hint:** The End of the Day verification procedure will be much simpler if documents are maintained in the order they were processed.

7. Deposit both the title fee and registration fee collected along with your regular transaction fees pursuant to **SAF-C 519.21** and the Municipal Agent contract. The title fee may be included in the State check.

**New Motorcycle Registration**

Motorcycles are issued single plates and single decals. The single Graphic Plate Fee is added to the registration fee. A $1.00 fee is added for the Motorcycle Rider Training Fund.

Example for a 7 month new motorcycle registration follows:

- $ 8.75  ($1.25 x 7 months)
- $ 1.00  (Motorcycle Rider Training Fund)
- $ 4.00  (Plate fee)
- $13.75  (Total State registration fee)

To register a new motorcycle, begin with step 1 of Processing New Registration outlined above.

**Mini-Motorcycle (Mini-Chopper) Registration**

We do not register Mini-Motorcycles or Mini-Choppers as they are not manufactured for road use.

**New Trailer Registration**

Trailers within 15 model years and over 3,000 lbs. gross weight must be titled. Please insure that all owners’ signatures are on the title application. The title fee is to be recorded at the bottom of the title application in the ring line. Trailers 3000lbs. and less do not require a title, regardless of the age of the trailer.
• If the trailer VIN is missing, a VIN verification must be performed on the Verification of Vehicle Identification form (TDMV 19a)

• If it is more than 3,000 lbs., it must be inspected by State Police and have a NH VIN assigned at a cost of $50.00 and a title is required, a Statement of Construction (TDMV 112) form and a Vehicle Identification form (DSMV 547) should be attached to the title application.

• If the trailer’s gross vehicle weight is 3000 pounds or less it must be issued a NHTR VIN and the resident must bring you a Verification of Vehicle Identification form (TDMV 19A) showing that there is no VIN on the trailer. The registrant should permanently etch the VIN into the tongue of the trailer. You CANNOT issue a NHTR number without registering the trailer.

• If the VIN entered comes up as a duplicate VIN, the customer must provide verification of VIN.

To register a new trailer, begin with step 1 of Processing a New Registration outlined previously.

 Hint: The letters NH or NHTR always prefix a New Hampshire issued Vehicle Identification Number.

New Homemade Trailer Registration

If a trailer is Homemade and this is the first time it is being registered, a VIN must be issued.

• Homemade trailers must bear a VIN issued by the DMV, pursuant to RSA 259:123. There are no exceptions. If there is any question as to the VIN, give the registrant a Verification of Vehicle Identification form (TDMV 19A) to be filled out by an authorized agent.

• It is not acceptable for the owner of a homemade trailer to advise you of the VIN of his/her choice (for example: his/her social security number or the number assigned in the “kit”). Should the registrant present a new homemade trailer with a VIN that is not issued by DMV (example: 30-27-3009) or the municipal permit only registration, he/she must have a TDMV 19A completed prior to having the state portion completed.

• If the gross weight of the trailer is 3,000 pounds or less, the VIN is issued by the DMV or Municipal Agent and begins with the letters “NHTR” which are followed by 6 or 7 numbers (e.g. NHTR0051000). If you do not see “NHTR”, then it is not a State of New Hampshire VIN.

• If the gross weight of the trailer is 3,001 pounds or more, the VIN issued by State Police begins with the letters “NH”. A State Trooper will need to inspect the trailer at a Salvage Location, available online at www.nh.gov/dmv complete a Vehicle Identification Form (DSMV 547) and the registrant must pay $50.00.

New Rebuilt or Newly Constructed Vehicle and Trailer Registration

Rebuilt Vehicles and Trailers:

If the registrant has recently rebuilt a vehicle or trailer, there are additional forms needed. First, he/she needs to complete a Rebuilt Vehicle Form (TDMV 112). See the Title Handbook for more information. Then the vehicle needs to be inspected by a State Trooper and issued a “NH” VIN for $50.00 fee. The Officer will complete a Vehicle Identification Form, (DSMV 547) at a Salvage Location, which is a requirement for registration. This form will determine the VIN and Model Year to be used on the registration.

Reconstructed Vehicles:
A reconstructed vehicle shall mean a vehicle made from several different parts of other motor vehicles, especially where a vehicle has been changed so that its make and model are unrecognizable, or so that the serial numbers of the body, frame and engine do not reflect the vehicles unit identity. In such case the following are required:

- Title Application, TDMV 23, properly filled out.
- Previous Title: *Please note that the Certificate of Title always accompanies the frame of any vehicle*. The previous title to the original vehicle, if any exists, shall also be submitted as proof of ownership, or if the vehicle is exempt, then the registrant shall submit proof of ownership of the frame.
- The owner must submit an affidavit as to the components from which the reconstructed vehicle is made on the Reconstructed Vehicle form (Title 10A).
- If applicable, a properly executed Report of Sale or Transfer of a Non-Titled Vehicle form (TDMV 22A), for all major component parts.
- A reconstructed vehicle must be inspected by a State Trooper and a NH VIN may be assigned to the reconstructed vehicle. If required, the State Trooper may prepare a Vehicle Identification Form, (TDMV 547) and pay a $50.00 fee.

**New Canadian and Direct Import Vehicle Registration**

**Canadian Vehicle Requirements:**

The following minimum documentation is required to be submitted on any Canadian imported vehicle, depending on whether the vehicle is purchased as “new” or “used”.

- Title Application, TDMV 23, properly filled out.
- Manufacturer’s Certificate of Origin, properly assigned, if available. This document must be submitted for any NEW vehicle purchased from Canada.
- Original registration or certified copy issued by the Canadian province of the last registered owner, if the vehicle was not purchased new.
- Bill of sale from the last registered owner to the registrant. TDMV22A (Report or Sale of Non Titled Motor Vehicle) is acceptable for this requirement.
- Verification of Vehicle Identification (TDMV 19A).
- A Declaration form (HS-7).

Please ask all Canadian import registrants if the miles are in kilometers or miles. NH records in kilometers or miles. If the odometer has been changed, additional information is required by a mechanic and a decal needs to be placed in the left door jam of the vehicle noting the changes.

*Hint: Should your customers call with questions, information regarding Canadian imports can be found at the following webpage: [www.nhtsa.dot.gov/cars/rules/import/](http://www.nhtsa.dot.gov/*

**Direct Import Vehicle Requirements:**

A Direct Import Vehicle is one that was not originally manufactured for use in the United States and therefore does not meet the requirements of the United States Motor Vehicle Safety Act and the
Clean Air Act Regulations. Any NH title issued will bear the legend “DIRECT IMPORT VEHICLE”. The following documentation is required to be submitted on any Direct Import Vehicle, depending on whether the vehicle is purchased as “new” or “used”.

- Title Application, or TDMV 23, properly filled out.
- If new, a Manufacturer’s Certificate of Origin. If used, an original registration from the foreign country and a Verification of Vehicle Identification (TDMV 19A). If the foreign forms are in another language, we need the English translation.

New Neighborhood Electric Vehicle Registration

Pursuant to RSA 259:66-b, “neighborhood electric vehicle” shall mean any 4 wheeled electric vehicle which has a maximum speed which is greater than 20 miles per hour but not greater than 25 miles per hour, and which complies with the federal safety standards.

Municipal Agents can register if the vehicle can pass a full safety inspection.
- If so, type of passenger plate that the owner qualifies for may be issued.
- Make will be GLBL.
- Model will be NEV.

New Trust Registration

Trusts are listed as corporate entities in the system and therefore governed by Saf-C 511.09. It is required that when entering a Trust for the first time into the MAAP system, the following is obtained:

- First and last page of paperwork on the new Trust. The first page will show the legal name of the Trust and the listing of trustees. The last page is the “signature page” showing that the Trust has been accepted by a judge or magistrate as a legal entity.
- Registrations can be in the Trust’s name only or trustee and Trust in THAT order.
- Titles will only be issued in the Trusts’ name; trustee will have no ownership interest.

Hint: A “company name” shall not include articles such as but not limited to, “the”, “a”, “as”, “an”, unless the article constitutes the entire company name pursuant to SAF-C 511.09.

New Company Registration

In State: New Hampshire based companies need to be registered in the municipality where they are located.

Note: Pursuant to Saf-C 511.09(b) the registration of every vehicle registered in the name of a corporation, partnership or other legal entity shall expire by the first letter or number of the company name as set forth in Table 5.11.1 below:
First Letter or Number of Name | Expiration Month
--- | ---
A - B; 1 | January
C; 2 | February
D - E; 3 | March
F - G; 4 | April
H - I; 5 | May
J - K - L; 6 | June
M; 7 | July
N; 8 | August
O - P - Q; 9 | September
R - S; 0 | October
T – U | November
V - W - X - Y – Z | December

Hint: A “company name” shall not include articles such as but not limited to, “the”, “a”, “as”, “an”, unless the article constitutes the entire company name per SAF-C 511.09.

Out-of-State:

Companies that are based out-of-state need to have a *NH connection* to register and title in NH. This connection may be a NH resident who is the primary driver of the vehicle owned by the out-of-state corporation. The following is required to process this transaction:

- A letter from the out-of-state corporation listing the vehicle and the name of the primary driver.
- The primary driver will need to provide proof of residency if he/she is new to the municipality.
- The title for the vehicle or the MCO (Manufacturer’s Certificate of Origin) if it is new.

Please contact the Agent Help Desk should you have any questions regarding proper documentation for registering and titling vehicles owned by an out-of-state company.

New DBA

The owner *must* title and register with the owner’s name first and the DBA second. If the registrant chooses this option, the names *must* appear this way on both the title and registration.

New Non-Resident Registration

As defined in *RSA 259:67(I)* a non-resident shall mean: *any person whose legal residence is in some state, district, or country other than New Hampshire and who maintains a driver license in any jurisdiction other than New Hampshire*.

Pursuant to *Saf-C 503.08* a non-resident registration *shall reflect the legal address within the State of New Hampshire where the vehicle is exclusively garaged*, pursuant to *RSA 261:46* and must also include an *out of state residence or business as the mailing address*.

Note: Titles and registrations processed for non-residents must have Non-Resident printed in the comments section of the registration certificate. When processing in the MAAP system, be sure to note “NR” in the owner edit screen.
Transfer Registrations

Note: Transfers on PASS (1-9999) or COMM (1-999) plates with any ownership changes cannot be completed by Municipal Agents. The State portion must be completed at the Concord DMV.

Straight Transfer

1. In order to process a straight transfer, the first owner’s name on the registration permit (old and new) must agree. The owner’s copy of the previous registration must be presented pursuant to RSA 261:148. If the registrant does not have or has lost his/her previous registration, he/she must apply for a duplicate copy of the registration (see page 46) and pay the fee. Place the previous copy in the document pile as a supporting document. If an original is not available, the customer must purchase a duplicate copy which shall be placed in the document pile in the order processed. Place the new registration in the document pile in the order processed.

Before preparing the registration application, examine all title documents (if vehicle is not title exempt) to insure that all required signatures have been obtained and all necessary supporting documentation has been provided.

- If either owner is a minor (an individual aged 16 or 17), be sure to collect a completed original Parent or Guardian Authorization Certificate (DSMV 38) pursuant to RSA 261:53.

2. Private sale transfers, “PS” require a title application to be completed by the town/city and submitted with the supporting documents attached to the application. If you are online, you must enter the title information into the computer, carefully entering the correct owners, VIN, and conjunction. Reference the new CTA number in the note section of the new registration. This will assist the Title Bureau in locating the correct title application for the new vehicle.

3. Exempt transfers, “EX”, require verification of the vehicle’s VIN. You will need to see a bill-of-sale and collect one of the following: an original or copy of a NH registration, an original or copy of a title, or a TDMV 19A Verification of Vehicle Identification. *REMEMBER- do not take the original title, bill-of-sale or registration from the registrant, simply make a copy.

To help you determine whether or not a vehicle is exempt, locate the 10th digit on the VIN. Match the 10th digit to the list below to identify the vehicle’s model year:

<table>
<thead>
<tr>
<th>10th Digit</th>
<th>Model Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>199</td>
</tr>
<tr>
<td>B</td>
<td>199</td>
</tr>
<tr>
<td>C</td>
<td>199</td>
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<tr>
<td>K</td>
<td>200</td>
</tr>
<tr>
<td>L</td>
<td>200</td>
</tr>
</tbody>
</table>

Note: This will only work with 17 digit VINS
4. NH dealer/lien holder transfers, “AP”, require the blue Town Clerk copy of the “applied for” title application. Check the system to see if the title information is already there. This will save you time if the application has already been keyed. If it is not on the system, enter the title information into the system, carefully entering the correct owners, VIN and conjunction. Please ensure that you enter the CTA number that is on the dealer/lien holder application. This will assist the Title Bureau in locating the correct title application for the new vehicle.

5. Title applications MUST be signed by the owner(s) before you can process the application or register the vehicle.

6. “PS” CTA’s must contain a validation line at the bottom showing the title fee has been collected.

7. CAUTION: Plates cannot be transferred back to a vehicle they were previously on within the transfer period. The original vehicle must be processed as a new registration, pursuant to RSA 261:66 III.

8. Transfers from a vehicle with a higher weight, to a vehicle in a lower weight bracket (example: 8,000 lbs. to 5,000 lbs.) must pay the transfer fee. Refunds are not given for transfers to vehicles of lesser weight.

9. Transfers processed for a vehicle of increased weight must pay the transfer fee, plus any increase in the fee for the additional weight, for the remainder of the registration period.

10. The expiration date on a straight transfer will always be the same as the expiration date on the registration from which you are transferring. If necessary, process a 1 month transfer and a 12 month renewal.

11. Advise the registrant to sign the registration and to have the vehicle inspected. Per RSA 266.1IV and Saf-C 519.11 (j). Motorcycle (MOTO) plates, including antique motorcycles (AMOT), have an inspection month of June. Vehicles with antique passenger plates (ANTI) are inspected in April. Antiques, with antique plates, that are greater than 40 years old, are inspected once every two years in the month of April per RSA 266:1 III. Commercial vehicles 18,000 lbs GVW and higher must be inspected twice a year pursuant to RSA 266:1 IX.

12. Staple the title application and supporting documents together. Put the registration application with the previous owner’s copy or application for duplicate copy. Put all registrations in document pile and the title application in a separate pile.

*Hint: No decal is issued on a transfer registration.*

*NOTE:* If you are transferring from a vehicle with one owner to a vehicle with two owners, the additional owner must be listed 2nd on the new registration in order for the transfer credits to be given. The registrants can swap names at renewal time ONLY.
Survivorship Transfer Registration

To qualify for a survivorship transfer the following requirements need to be met:

- The owner must be deceased.
- The new owner must be the Surviving Partner and be listed on the Death Certificate pursuant to RSA 261:17.
- No change of vehicle is involved.

For a vehicle that must be titled, complete a new CTA at no charge, attaching the prior title and copy of the Death Certificate as supporting documents.

Complete the Survivorship Rights transfer.

**IMPORTANT:** Other family members (child, grandchild, etc) DO NOT qualify for survivorship rights. If an owner is being added or there is any change in the vehicle or lien holder, the title fee shall be charged.

Lease Transfer Registration

The primary owner on the registration must be changing to or from a Leasing Company. Complete the Title Application, or CTA, and registration charging the appropriate fees.
Plates

Ambulance Plates

Pursuant to RSA 153-A:10, II a person shall not operate an emergency medical service vehicle on public ways in this state if the vehicle is not licensed as an emergency medical service vehicle by the commissioner in accordance with this chapter. AMBU plates are issued in the Concord DMV only.

Antique Motor Vehicle/Motorcycles/Trailers

Pursuant to RSA 259:4, “antique motor vehicle or motorcycle” shall mean any motor vehicle over 25 years old which is maintained for use in exhibitions, club activities, parades, and other functions of public interest.

Pursuant to RSA 261:89-a, II, for the purpose of this section, “trailer” means any vehicle with a single axle and one tire on each side of the axle, without motive power, designed for carrying passengers or property wholly on its own structure and for being drawn by a self propelled vehicle.

An applicant for antique trailer plates shall provide proof of trailer age by presenting:

a) A title which reflects more than a 25 year old date of manufacture.

b) A registration which reflects more than a 25 year old date of manufacture.

c) A statement, signed under penalty of unsworn falsification from the current owner containing the facts which demonstrate that the trailer is more than 25 years old

Hint: Antique motor vehicles, motorcycles and trailers may be issued an Antique Title at the customer’s request. See Processing Titles for proper procedures and documentation or contact the Agent Help Desk for assistance.

Apportioned Vehicles and Semi-Trailers

Apportioned plates shall be issued to vehicles registered pursuant to RSA 260:75, Article II B International Registration Plan “...shall mean any vehicle, except recreational vehicles, vehicles displaying restricted plates, city pick up and delivery vehicles, buses used in transportation of chartered parties, and government owned vehicles, used or intended for use in two or more jurisdictions that allocate or proportionately register a vehicle used for the transportation of persons for hire or designed, used or maintained primarily for the transportation of property and: has a power unit having a gross vehicle weight of 26,000 pounds or having 3 or more axles regardless of weight...”.

Municipal Agent may process municipal permit only of apportioned (APRO) and Semi-Trailer (SEMIT) registrations. The State portion of APRO registrations must be completed at the Concord DMV or the Twin Mountain substation. SEMIT registrations must be processed at the Concord DMV or any substation.
Hint: Vehicles which qualify for Apportioned plates may also qualify for Commercial or Special Commercial plates. Applicants or Municipal Agents may contact the International Registration Program at 227-4110.

Semi-trailers pursuant to RSA 259:98 are designed and used in conjunction with a self-propelled vehicle that is a considerable part of its weight or that of its load rest upon and is carried by the towing vehicle. Semi-trailers may not be used exclusively for agricultural purposes unless it is a type constructed specifically to be towed by a tractor-type truck.

**Carrier Registrations**

To qualify for a carrier registration the registrant must be a bus, charter service or limousine company. The vehicle has to be registered with whichever plates it qualifies for, for example PASS or HPASS. The registrant must then obtain the Carrier registration from the Concord DMV or Twin Mountain substation IRP location.

**Commercial Plates**

Commercial plates shall be issued to vehicles as defined in RSA 259:12-e. A “commercial vehicle” shall mean a motor vehicle designed or used to transport passengers or property if:

- The vehicle has a gross vehicle weight rating or a combination weight rating of 26,001 pounds or more.
- The vehicle is designed to transport 16 or more passengers, including the driver.
- The vehicle is of any size and is used in the transportation of materials found to be hazardous.

The term "commercial vehicle" shall not include:

- Emergency vehicles assigned or registered to a fire department or fire service organization when driven by fire service personnel in pursuit of fire service purposes.
- Recreational vehicles.
- Military vehicles when driven by non-civilian military personnel in pursuit of military purposes.
- Vehicles used exclusively for agriculture and farming purposes.
Construction Equipment

**NOTE:** Construction equipment is not titled. The Concord DMV or substations ONLY can process New Construction registrations.

All Municipal Agents may renew and transfer construction equipment registrations as long as there is a mailer with the plate number or the registrant has a previous New Hampshire registration. State fees are calculated based on a flat yearly fee depending on the equipment type. The following have a body type of CONET.

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Model</th>
<th>State Fee</th>
<th>Local Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generator</td>
<td>GENER</td>
<td>$5.00 flat fee</td>
<td>Based on weight</td>
</tr>
<tr>
<td>Compressor</td>
<td>COMP</td>
<td>$6.00 prorated</td>
<td>Based on weight</td>
</tr>
<tr>
<td>Cement Mixer</td>
<td>MIXER</td>
<td>$6.00 prorated</td>
<td>Based on weight</td>
</tr>
<tr>
<td>Saw Rig</td>
<td>SAWRIG</td>
<td>$6.00 prorated</td>
<td>Based on weight</td>
</tr>
<tr>
<td>Log Splitter</td>
<td>SPLITTER</td>
<td>$6.00 prorated</td>
<td>Based on weight</td>
</tr>
<tr>
<td>Grader</td>
<td>GRADER</td>
<td>$25.00 prorated</td>
<td>Based on weight</td>
</tr>
<tr>
<td>Front-End Loader</td>
<td>LOADER</td>
<td>$25.00 prorated</td>
<td>Based on weight</td>
</tr>
<tr>
<td>Excavator</td>
<td>EXCAV</td>
<td>$25.00 prorated</td>
<td>Based on weight</td>
</tr>
<tr>
<td>Wood Chipper</td>
<td>CHIPPER</td>
<td>$25.00 prorated</td>
<td>Based on weight</td>
</tr>
<tr>
<td>Construction Wagon</td>
<td>WAGON</td>
<td>$25.00 prorated</td>
<td>Based on weight</td>
</tr>
<tr>
<td>Message Board</td>
<td>BOARD</td>
<td>$25.00 prorated</td>
<td>Based on weight</td>
</tr>
<tr>
<td>Backhoe</td>
<td>BKHOE</td>
<td>$25.00 prorated</td>
<td>Based on weight</td>
</tr>
<tr>
<td>Crusher</td>
<td>MISC</td>
<td>$25.00 prorated</td>
<td>Based on weight</td>
</tr>
</tbody>
</table>

The local fee is to be prorated based on the weight chart below:

<table>
<thead>
<tr>
<th>Weight Range</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 To 7,500 lbs</td>
<td>$25.00</td>
</tr>
<tr>
<td>7,501 To 15,000 lbs</td>
<td>50.00</td>
</tr>
<tr>
<td>15,001 To 50,000 lbs</td>
<td>100.00</td>
</tr>
<tr>
<td>50,001 To 80,000 lbs</td>
<td>200.00</td>
</tr>
<tr>
<td>80,001 To 999,999 lbs</td>
<td>300.00</td>
</tr>
</tbody>
</table>

All other construction equipment not covered above (i.e. bulldozers, rollers, scrapers, spreaders, pavers, bituminous mixers, re-treading machines, power shovels, rooters, scarifiers etc.) will be charged both a permit and State fee of $25.00 per year, prorated by month based on the length of the registration. These types of construction equipment will have a plate type of CONEQ and a body style of CONEQ. There is no specific code for the model name, do not use a code from above.

Note: The formula to use for new fees (permit or state) for proration is:

\[
\text{Yearly fee amount} \times \text{number of registration months} \div 12 = \text{Fees (rounded to the nearest cent)}
\]

Example: $25.00 x 7 months = 175 \ 175/12 = 14.583 rounded to $14.58 for the fee
Note: To qualify for third rate (SCOMM), vehicles cannot be capable of carrying a load. If they can carry a load they receive PASS or COMM plates depending on weight and cannot have 3rd RATE as the body style.

Gold Star Number Plates

Pursuant to RSA 261:87-c the mother of a person killed while on duty in the United States armed forces may apply for a Gold Star Number plate. The request must be made in writing to the Director of the Division of Motor Vehicle and include supporting documentation of the death. Please contact the Agent Help Desk so that we can have the customer contact the correct person.

Issuance of the Gold Star Number plate may be done outside renewal time. If processing as new and the registrant would like the Gold Star Number plate, issue a regular passenger plate and advise the registrant of the procedure.

Hearse Plates

Pursuant to Saf-C 514.21(a) Hearse plates shall be issued to vehicles designed and employed as hearses, and owned and operated by a person licensed and registered as an embalmer, funeral director, or both, pursuant to RSA 325:20.

House/Senate Plates

House and Senate plates are only issued from the Concord DMV. The municipal portion of the registration is completed with any plate type the registrant qualifies for. Municipal Agents may complete the local and state portions of the registration. The member of the Legislature must bring his/her registration certificate to the Concord DMV. The member will be issued the plate which corresponds to their House/Senate seat. The plate number and type is added to the existing registration and certified with a State crimp. The plates expire at the end of the member’s term.

Initial Plates

Initial plates can be assigned by Municipal Agents, the Concord DMV and substations. All clerks issuing initial plates will have received and signed SOP DMV 02-101 Initial Registration Plates.

The registrant must complete an Application for Initial Plates (RDMV 120). The clerk should initial next to the plate choice that is issued. If the meaning of a plate is questionable, have the registrant write a brief explanation of the meaning beside that choice. This form will be placed in the back of your document pile for filming.

Registrants may check the current availability of Initial Plates at www.nh.gov/safety/dmv/index.html. They can only check the availability of a plate, not personal information on another resident. There is a disclaimer that the plate may be taken or denied when they arrive to register.

The following are rules regarding the issuance of Initial Plates. See page 57 for a chart listing the maximum characters for each initial plate type.

- Letters only (at least two, and "O" cannot be one of the two), for example ME
- A combination of numbers and at least two letters, for example ME2
A combination of symbols and at least two letters, for example ME+
A combination of symbol(s), number(s) and at least two letters, for example ME+2
There can be no spaces
The only symbols available are: Dash (-), Ampersand (&) and Plus (+)
NO two symbols can appear consecutively, for example ME++ is not acceptable
“O” must be the letter, not a zero, and does not count as a letter in the examples above

The Division of Motor Vehicles reserves the right to recall Initial plates if they are determined to be unacceptable. The following guidelines should be read carefully before submitting the registrant’s request:

- Initial Plates should not be subject to obscene interpretation in any language.
- Initial Plates shall not be ethically, racially, or which a reasonable person would find to be offensive.
- Initial Plates shall not have the identical or similar characters as another classified plate type.
- Initial Passenger and Initial Conservation plates cannot be issued with the exact same characters. Also, Initial Veteran and Disabled Initial Veteran plates cannot be issued with the exact same characters.

NOTE: Initial Plates may not be reserved.

**Low Speed Utility Vehicles**

Pursuant to **RSA 259:108** a low speed utility vehicle may be registered as long as it has 4 wheels, an internal combustion or electric motor, or both, a load capacity of 1,500 pounds or less, high-pressure tires, and is capable of carrying not more than 2 occupants plus the load. It is capable of speeds 30 miles per hour or less on level ground, and is used for agricultural or light industrial use.

Low speed utility vehicles receive a tractor (FMTR) plate.

**National Guard Plates**

Pursuant to **RSA 261:91** and **Saf-C 514.28(a)** National Guard Plates shall be issued to vehicles owned by a member, active or retired, of the New Hampshire National Guard. This member must be the primary owner on the registration.

- Registrants obtaining National Guard plates must have a current Tag 50 form from his/her Commanding Officer or must present a retired member ID card for all registrations.
- 1-800-GO GUARD (1-800-464-8273) for registrant questions.

*Hint: Tag 50 forms/copies of the retired member ID card are returned to the National Guard monthly. **DO NOT** put these forms into your document pile. They may be sent in the same envelope as your daily work. A copy of the form Tag 50 form/ retired member ID card should be placed in your document pile for filming.*

The registrant may contact the National Guard office at 1-800-GO GUARD (1-800-464-8273) if they have any questions or concerns.
Permanent Plates

Pursuant to **Saf-C 514.31(a)**, Permanent local plates shall be issued to vehicles of local or county government, school district, volunteer fire department, the civil air patrol, or a public or private educational institution used for the purpose of student driver training.

*Hint: There is no charge for Permanent plates other than the original plate fee when the plates are first issued or if the plates/registration need to be replaced. These registrations are valid for a 5 year period. Renewals and transfers are free of local and State fees.*

Residents Without a Permanent Street Address

Residents registering pursuant to **RSA:52-c** must submit:

- A letter on company letterhead from a qualified social service agency (qualified under section 501(c)(3) of the Internal Revenue Code) that he/she may use that agencies address for purposes of contact by the department. Note that the agency does not need to be located in your municipality.
- A letter signed by the registrant stating his/her intent to reside in your municipality.

School Bus Plates

Pursuant to **RSA 261:141, III (q)** School bus plates shall be issued to vehicles used exclusively as a school bus or owned by a religious organization or a non-profit organization used exclusively as a bus for the transportation of its members in connection with functions of the organization for which no fee is charged.

*Hint: Buses that do not meet the above requirement must be issued PERM, PASS or COMM plates.*

Special Commercial Plates

Pursuant to **Saf-C 514.14(a)** Special commercial plates shall be issued to one-third rate vehicles, as described in **Saf-C 508.02**, when the vehicle would otherwise have to register as an apportioned vehicle to travel interstate.

The following shall be considered one-third rate vehicles:

- Wreckers with a permanently mounted boom.
- Cranes
- Well drillers
- Aerial ladder trucks
- Aerial bucket trucks
- Post-hole diggers
- Concrete pumps

*Note: To qualify for third rate, vehicles cannot be capable of carrying a load. If they can carry a load they must receive PASS or COMM plates depending on weight and **CANNOT** have 3RATE as the body style.*
Special Number Plates for Certain Veterans

Pursuant to **RSA 261:87-b**, the Director is hereby authorized to issue special number plates to be used on motor vehicles owned by veterans of the US armed services. Such plates shall be issued only to veterans upon application and proof of veteran status.

Pursuant to **Saf-C 504.07**, an application for a veteran’s registration shall be submitted in person or by mail to the Division of Motor Vehicles.

The application shall include documentation showing *proof of honorable discharge* from any branch of the Armed Services, which shall be approved by the Director.

*Hint: There are special policies for certain veteran plates.*

State Park Plates

All revenues earned from the purchase of the NH State Parks license plate are credited to the State Park Fund which supports the daily operations of the NH State Parks system.

A combination plate can have both the Conservation (Moose) Plate and the State Park plate logos on it and they may choose any combination in an Initial Plate as well. The registrant will be charged:

- The State Park fee
- The Conservation (Moose) Plate
- Initial Plate fee
- Normal registration fees
- The one-time new plate fee

Street Rod Plates

“Street Rod” shall mean a vehicle in which the body and frame of which were manufactured prior to the year 1949 and which has been modified for safe road use or a replica thereof which has also been modified for safe road use.

- Must be certified by a State Trooper prior to registration. This must be done at a Salvage Location. This certification remains with the vehicle even if there is an ownership change
- There is a one-time certification fee of $25.00.
- There are limited inspection requirements.
- Renewals may be done with any Municipal Agent or Substation.
- Inspections are performed in the month of April.

To process as new, use the VIN on the DSMV 547 form issued by a State Trooper. Complete the local portion **only** of the registration. The local fee is $50.00 per year which is prorated monthly. Enter SROD in the plate type field so correct fees are calculated. The state portion must be completed at the Concord DMV.
Walking Disability Plates and Placards

Walking disability plates shall be issued to vehicles or motorcycles owned by a registrant with a walking disability or relative of a person with a walking disability pursuant to RSA 261:88.

- Walking disability privileges must be renewed every 5 years, except in the case of a veteran who has been evaluated by the US Department of Veteran Affairs to be permanently and totally disabled from service connected disability.
- Applicants shall be issued ONE set of Walking Disability Passenger Plates and ONE Permanent (blue) hanging placard or TWO hanging placards and no plates.
- Applicants can have multiple sets of Walking Disability Motorcycle Plates.
- Applicants with a Temporary (red) Hanging Placard DO NOT qualify for Walking Disability Plates.
- Applicants with a Permanent Walking Disability shall have the International Accessibility Symbol on the upper right hand corner of his/her driver license and he/she shall be required to renew his/her walking disability privilege at such time as he/she would renew his/her driver license.
- The applicant need not appear on the registration however the privilege needs to be assigned to the person with the walking disability.
- Walking Disability plates CANNOT be assigned to corporations, however they may be owned by an organization in this State primarily used to transport persons with walking disabilities.

New Walking Disability plates and permanent placards are issued from the Registration Bureau at the CONCORD DMV ONLY. Temporary (6 months or less) Placards are available at any DMV Office while the customer's application for a permanent Placard is being processed at the DMV Main Office in Concord.
Special Procedures and Forms

30 Day Extension form

Issue only under both of the following circumstances:

- It is within the **last 5 days of the month AND**
- Notification has been received that **MAAP is down Statewide**.

To Issue:

1. Completely fill out the form to one of the owners printed on the expiring or expired registration being presented. Only someone on the current registration may obtain this form. If handwriting, use BLUE OR BLACK PEN; the form can be typed on the typewriter or printed from your software.
2. The original copy is for the customer and copies go to the state and the municipal agent.
3. If an error is made, type or write the corrected information and crimp that correction with the town seal.

**Note:** The form must be accompanied by the expired registration AT ALL TIMES. If the customer is stopped, this form extends his/her registration.

It is at the agent’s discretion whether to process the municipal permit of the registration and charge the local fees when the 30 Day Extension is issued, or if the customer must return to complete the registration when the system is available and pay all fees then. **The state funds are due when the state portion is completed in the system.**

Municipal Agents **may not** charge the Municipal Agent fee for filling out the form.

Example:

John Doe comes into the office on January 28th to renew. He receives a 30 Day Extension as the MAAP system is down. He returns on February 27th to complete his renewal and presents both his expired registration and the 30 Day Extension form. His renewal is completed and he pays all fees due.
Salvage Vehicles

Once a vehicle has been salvaged, a salvage title will be issued. Multiple assignments can be made until the repairs have been made. As soon as the repairs are made, the owner must re-title it.

In order to register the vehicle, the registrant must have a Salvage Inspection performed at a Salvage Inspection Location. He/she will be issued a Vehicle Identification form (DSMV 547). This form, along with the title, will be the backup for the new title application. See the Title Handbook for additional information.

Active Duty Military

Military personnel may register a vehicle if their Home of Record is in your municipality. Ask for a copy of their enlistment paperwork showing the Home of Record and process the transaction as usual.

If the Home of Record is in another state, and he/she is stationed in your municipality, he/she is exempt from local fees per the Solders’ and Sailors’ Civil Relief Act. Send the registrant to the Concord DMV or a substation with the paperwork showing their Home of Record to register.

Foreign Nationals

The type of VISA determines the type of registration that a Foreign National will receive.

If he/she has a B1 or B2 (tourist) VISA, do not process any municipal permit of a registration. He/She must proceed to the Concord DMV to have a temporary registration processed. He/She will receive a 6 month registration which can be renewed once.
If he/she had ANY other type of VISA, such as a student or work VISA, you may process both the local and State portions of the registration. Remind him/her that he/she must obtain a New Hampshire driver license within 60 days of becoming a resident of this state.

Common VISA Types:

B1/B2 Tourist/visitor- He/she is not eligible for a driver’s license in NH. He/she can drive on home country license with an International driving permit for 1 year from date of entry into the US. This status is eligible for a Foreign National registration obtained from the Concord DMV.

The following require the registrant to obtain a driver’s license within 60 days of becoming a NH resident.

<table>
<thead>
<tr>
<th>VISA Code</th>
<th>Status Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1B</td>
<td>Work</td>
</tr>
<tr>
<td>H2B</td>
<td>Work</td>
</tr>
<tr>
<td>H4</td>
<td>Spouse/Dependent</td>
</tr>
<tr>
<td>TN</td>
<td>Work/should be in a Canadian passport</td>
</tr>
<tr>
<td>J1</td>
<td>Work/Internship/Nanny</td>
</tr>
<tr>
<td>J2</td>
<td>Spouse/Dependent</td>
</tr>
<tr>
<td>F1</td>
<td>School</td>
</tr>
<tr>
<td>F2</td>
<td>Spouse/Dependent</td>
</tr>
<tr>
<td>L1</td>
<td>Work</td>
</tr>
<tr>
<td>L2</td>
<td>Spouse/Dependent</td>
</tr>
</tbody>
</table>

Any person holding a permanent resident card, an employment authorization card, permanent green card or document showing refugee status is required to apply for a driver’s license within 60 days of becoming a resident of New Hampshire. He/she must present a Green Card, Social Security Card, and Proof of Residency.

Nonprofit Corporations

Pursuant to RSA 261:92, vehicles owned and driven by nonprofit corporations may register as nonprofit and have their registration coded NP. A corporate name look-up on the Secretary of State’s website will show if the corporation is nonprofit. The state registration fee is $24.00 for a 12 month renewal. These registrations can be performed at any municipal agent office.

Certain nonprofit corporations qualify for PERM plates. These have been approved by the Department of Transportation (DOT) and are under contract with DOT who has purchased the vehicle(s) and/or support operating expenses of public transportation services. Please refer to the approved list of Nonprofit Corporations in the State before completing the town portion of the registration. Please contact the Agent Desk if you have a Nonprofit Corporation that is not on this list. The state portion of new registrations, renewals or transfers can be completed at any DMV location.

*Hint: Enter PERM in the plate type field so the correct State fees are charged.*

Address Confidentiality Program

If you have a resident who is a participant in the Address Confidentiality Program, he/she will have a card stating his/her name and a Post Office Box, see example below, which will be used for the mailing and legal address. This address may be in your town/city or from Concord. The registrant chooses which address they will use to register. You will need to confirm that he/she should be registering in your town. On the back of the card is a toll-free number for you to call. Give your town/city name and you will be informed if the registrant is a resident of your town. You will not be given a legal address. If the registrant has been confirmed as a resident in your town or city, continue
with the registration process, using the Post Office Box listed on the authorization card as both the mailing and legal addresses.

Replacement of Plates and/or Decals

1. Pursuant to SAF-C 516.03, when a registrant has lost his/her plates and/or decals, he/she must present the current registration certificate before you may proceed with the issuance of replacement plates and/or decals. If the registrant DOES NOT have the current registration certificate a duplicate copy of the registration certificate must be completed (see page 46) and the fee paid, prior to issuing replacement plate(s) and/or decals. Municipal Agents may not process replacement plates and/or decals for APRO vehicles. Have the registrant apply at the Concord DMV or the Twin Mountain substation.

2. Pursuant to SAF-C 516.04 if the replacement of plate(s) is due to damage, the set of damaged plates must be received by you and then returned to the Plate Warehouse by way of the courier who services your location. If the plate(s) have been stolen pursuant to SAF-C 516.02, a new set must be issued. If you are unsure whether or not you should proceed, please call the Agent Help Desk or send the registrant to DMV.

Use the table below to assist in determining if you can replace a plate for a registrant.

<table>
<thead>
<tr>
<th>Type Replace</th>
<th>2 Plate Type (PASS, CPASS, etc...)</th>
<th>1 Plate Lost or Damaged</th>
<th>Single Plate</th>
<th>2 Plates Lost or Damaged</th>
<th>Both Plates</th>
<th>1 or 2 Plates Stolen</th>
<th>New Set*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 Plate Type (TRAI, MOTO, etc...)</td>
<td>1 Plate Lost, Damaged Or Stolen</td>
<td>Single Plate</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*NEW SET OF A NEW NUMBER OR VANITY- OLD VANITY BECOMES AVAILABLE AGAIN AT RENEWAL

3. Have the registrant complete the front of the form for Application for Copy of Registration Replacement Plate(s) and/or Decal(s) (RDMV 111). Make sure the registered owner signs the application.
4. **ISSUANCE OF PLATES** - Be sure to issue the same type of plate, with the correct month and year decals, that agree with the expiration date on the registration.

5. **ISSUANCE OF DECALS** - Assign the correct decals verifying that the year of the decals issued agrees with the expiration date on the registration.

6. Be sure to collect the correct fee for the type of plate(s)/decal(s) issued and validate the form. Replacement plates include decals in the cost of the plate(s). For example, passenger plates would cost $8.00 including the decal fee of $1.00.

7. Print a corrected copy of the registration and validate it with the Director’s stamp. Have the registrant review the information to be sure it is correct and have the registrant sign the registration certificate. Place the motor vehicle copy of the new registration in your document pile in the order it was processed.

8. Validate the Application for Copy of Registration Replacement Plate(s) and/or Decal(s) (RDMV 111) and place it in the document pile in the order processed.

9. The fee is deposited with other State monies collected for transactions processed.

**Duplicate Registration**

1. When a registrant has lost his/her registration or it has become illegible, he/she must complete the Application for Copy of Registration Replacement Plate(s) and/or Decal(s) (RDMV 111)

2. Make sure the registered owner signs the application. Once the front of the form is completed, process a duplicate registration.

3. Be sure to collect the fee.

4. Print the duplicate registration and validate it with the Director’s stamp. Have the registrant review the information to be sure it is correct. Have the registrant sign the registration. Place the motor vehicle copy in your document pile in the order it was processed.

5. Validate the Application for Copy of Registration Replacement Plate(s) and/or Decal(s) (RDMV 111) and place it in your document pile in the order processed.

6. The fee is deposited with other State monies collected for transactions processed.

**Permit to Operate Uninspected Motor Vehicle forms**

Permits may be issued by Municipal Agents, the Concord DMV or substation to allow vehicles to be driven uninspected pursuant to **SAF-C 517:02**. However, they may not be issued to those vehicles which fail inspection.

The registrant shall provide to the department:

- Name and address;
• Full description of the vehicle; and
• Certification that the vehicle is safe for highway use.

DSMV 133 Permit to Operate Uninspected Motor Vehicle (Long Term) - A registrant may be given this permit that will be out of state during the entire month of inspection. This must be filled out by the Municipal Agent, the Concord DMV or a substation. The permit shall only authorize operation of an uninspected vehicle, provided the vehicle is properly registered, during the time interval stated, not to exceed 30 days pursuant SAF-C 517.03.

DSMV 132 Permit to Operate Uninspected Motor Vehicle (Short Term). A registrant may be given this form by a Municipal Agent, the Concord DMV or a substation. This is not to exceed 48 hours and is for the sole purpose of taking the vehicle to an authorized inspection station, provided the vehicle is properly registered per SAF-C 517.04

Note: No person shall be issued a permit more than twice in a single registration period pursuant to Saf-C 517:03, C.

Name and Address Changes

Individual Address Change

Pursuant to SAF-C 511.07 the registrant must submit a completed and signed Record Change Request form (DSMV 30) within 10 days of changing residence and/or mailing address to a Municipal Agent, the Concord DMV or a substation. The address shall be updated.

Place the Record Change Request form (DSMV 30) in the document pile for filming.

If the registrant has checked the Consent to Organ and Tissue Donation and this is a change from his/her previous choice, make a copy of the form for your document pile for filming. The registrant must return the original to Driver Licensing for an update of his/her record.

Should the registrant wish to have a reprinted registration reflecting the address change, a duplicate registration must be obtained and the fee collected. If the registrant does not wish to receive a new copy of the registration, the registrant must write the new address on the existing registration. Place the duplicate copy of the registration in the document pile for filming.

Individual Name Change

Pursuant to SAF-C 511.08 the registrant must submit a completed and signed Record Change Request form (DSMV 30) within 10 days of changing his/her name to the Concord DMV or a substation. He/she must also provide acceptable supporting documentation of the name change:

1) One of the following:
   • Name change petition from the court of Probate;
   • Marriage certificate;
   • Divorce decree;
   • Passport;
• Adoption decree; or
• Court decree; or

2) A notarized statement that the registrant has changed his/her name containing the following information:
• Former name;
• New name;
• Date of birth;
• Address; and
• Signature of the registrant and date signed

Once the registrant’s name has been changed on the driver’s license a reprint of the registration can be processed reflecting the correct name, as long as the current registration with the old name is submitted. If the prior registration cannot be submitted a duplicate registration must be obtained and the fee collected.

**Corporate Address Change**

Pursuant to **SAF-C 511.07** the registrant must submit a completed and signed Corporate Name/Address Change form (DSMV 503) with proof of the address change in the form of:
• Corporate letterhead showing address change;
• Business card of authorized individual showing the new address;
• Copy of a Corporate check showing the new address
• Secretary of State paperwork
• Utility bill

within 10 days of changing residence and/or mailing address to a Municipal Agent, the Concord DMV or a substation.

Place the Record Change Request form (DSMV 30), proof of the address change in the document pile. Should the registrant wish to have a reprinted registration reflecting the address change, a duplicate registration must be obtained and the fee collected. Place the old copy of the registration in the document pile for filming.

**Corporate Name Change**

Pursuant to **SAF-C 511.09** Whenever a corporation, partnership, or other legal entity changes it’s name, it shall be presumed that the change constitutes a transfer of ownership, unless satisfactory proof to the contrary is furnished, such as a stockholder’s vote to change the name. The registrant must submit a completed and signed Corporate Name/Address Change form (DSMV 503). Only an authorized individual may complete and sign the Corporate Name/Address Change form (DSMV 503). A name change with change in ownership is a new corporation. A name change constituting no change of ownership must be processed at the Concord DMV or a substation.

Place all corrected registrations, the Corporate Name/Address Change form (DSMV 503) and authorized individual proof in the document pile for filming.
Municipal Permit Only

Municipal Agents will need to process municipal permit only for:

- Any vehicle that is going to be issued a plate not currently issued from a municipal agent office. These may be, but are not limited to: Construction Equipment, Street Rod, Antique, Purple Heart, Veteran, Walking Disability etc. Be sure to enter the plate type in the plate type field so the correct fees are calculated
- Vehicles exceeding 26000 lbs
- HCAP plates with expired Walking Disability privileges
- 60-day Temporary registrations
- Hardship registrations
- Renewals/ transfers with ownership changes on plates with 4 digits or less PASS or 3 digit or less COMM plates
- APRO (apportioned) plates
- SEMIT Body Styles

Corrections

NEVER use white out or correction tape. Handwriting invalidates the registration certificate.

1. All corrections should be made in Registration Maintenance and a corrected copy of the registration printed for the registrant. Verify all changes and corrections on the new registration. The customer must turn in the incorrect registration. Include this in the document pile for filming.

2. Advise the registrant to verify all information and have the registrant sign all three copies of the corrected registration certificate.

3. If the registrant has left your office before you’ve discovered the error, or you are processing a registration by mail, be sure to mail the corrected registration to the registrant. Retain the corrected Municipal Copy for your records. Place the State copy in the document pile for filming.

4. Place both the incorrect and corrected registrations certificate in your document pile in the order processed.

Mid-Stream Plate Change

1. The customer will still need to fill out the application for replacement plates, and indicate on the form that the reason is “plate change”.

2. If the customer is switching to a vanity/initial plate, the vanity/initial plate application form must be filled out as well.

3. The customer will be charged the fees for the new plates to include the $8 plate fee, “moose” and vanity/initial plate fee if applicable.
4. The customer will be charged a replacement registration fee of $15 because he/she is choosing to do the plate change mid-year. Please remember to complete this important step. Customers shall now also be charged the $15 replacement registration fee when ordering replacement plates for lost/damaged plates if he/she chooses to change the plate number at that time. If a customer is replacing a set of plates because one or more of the plates are stolen, the $15 replacement registration fee is not to be charged, because the customer is not choosing to change the plate, they have to.

5. The customer shall turn in his/her current plates and registration at the time of the change.

6. If a customer is choosing to change to a plate type that normally would be charged lesser registration fees than his/her current plate type, there will be no refund of the registration fees that were originally paid. However, if the customer is changing to a plate type where the registration fees are greater, he/she shall be charged the difference in the fees.

Inventory

Plates

Each shipment of plates will be accompanied by two Warehouse Received Inventory Reports: a Receipts-Transfer Report and a Case Sheet. BEFORE the courier leaves, make sure that the plates in the boxes have the same series of numbers as on the Case Sheet. Scan through each case of plates to verify that the numbers issued are correct. If the numbers do not agree, let the courier know right away.

As soon as possible perform a thorough physical inventory of the plates received, using only the Received Inventory Report. Verify the actual plates received and report any errors so they may be corrected before they are issued.

After verifying all plates, sign and date the receipt and return it to the Warehouse. Accept the inventory by calling or faxing the Plate Warehouse or Agent Help Desk. The inventory can then be issued to registrants.

- If there are more/fewer plates than the Received Inventory Report states, notify the Plate Warehouse immediately. Have the plate numbers available when you call.
- Any damaged plates (i.e.; badly scratched, misprints, a set with two different numbers) are considered “rejected”. (List these plates on your Daily Transaction Log in sequential order.) Store them until your next shipment, at which time the courier will collect them.

**NOTE: PLATES MUST BE VERIFIED AND REPORTS SENT IN BEFORE ISSUING PLATES!**

The courier will stack the boxes of plates in sequential order. It is important to issue all of the plates in one box before issuing the second box. Locations with more than one clerk processing registrations may issue each clerk their own inventory, making sure the boxes are issued in numerical sequence pursuant to **Saf-C 519.20**.
When issuing the plates, take a moment to check the plates again to verify they are not damaged and that both plates have the same number. If the numbers do not agree or if either plate is damaged, do not issue. Any problems with plate inventory, please call the Plate Warehouse.

Decals

As soon as the shipment of decals is received, verify the order with the Received Inventory Report. Each pad should contain 20 pages of 5 decals each (doubles or singles). Each pad should be in numerical sequence with the lowest number at the top of the first page and the highest number on the bottom of the last page. If, in verifying your inventory, you discover decals are missing, note the missing numbers on the back of the Received Inventory Report being sent to the Plate Warehouse. If you notice a discrepancy such as a missing page, a damaged or imperfectly printed page, a page out of numerical sequence or in some cases an entire book out of sequence, contact the Plate Warehouse.

After verifying all inventory, sign and date the receipt and return it to the Warehouse. Accept the inventory by calling or faxing the Warehouse or Agent Help Desk. The inventory can then be issued to registrants.

Locations with more than one clerk processing registrations may issue each clerk their own book of decals to be issued sequentially by each clerk. The books should be issued sequentially, making sure the decals are issued in numerical sequence pursuant to Saf-C 519.20.

REMEMBER: A $32.00 dollar fee may be assessed for each unaccounted decal per inventory unit, pursuant to Saf-C.519.26.

NOTE: Stick or staple any damaged decals to an index card with your location name and number and the date the item was damaged. Damaged decals not returned with daily work face a greater risk of being misplaced. And the municipal agent will be held accountable. Mail them with your daily work. DO NOT put them in the document pile. Remember to keep a copy of all decals returned as an audit record for your office.

SEND BACK PREVIOUS YEAR DECALS NO LATER THAN JAN 15TH OF THE NEW YEAR.
Return the unused inventory with the DSMV 287 Inventory Worksheet via our Courier, UPS, FEDEX, or Certified Mail to ensure the decals are properly received. Send to DOS, ATTN: Plate Warehouse, 41 Hazen Drive, Concord NH 03305.
Record Retention Requirements for Municipal Agents

STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
DIVISION OF MOTOR VEHICLES

DATE OF ISSUE: 1-28-05
EFFECTIVE DATE: 1-28-05
NUMBER: SOP-DMV-MA Record Retention

SUBJECT: RECORD RETENTION REQUIREMENTS FOR MUNICIPAL AGENTS
REFERENCE:

STANDARD OPERATING PROCEDURE

I. PURPOSE

To establish standard procedures for the retention of Division of Motor Vehicle records by all Municipal Agents.

II. DEFINITIONS

Division of Motor Vehicle records are those records the Municipal Agents create in their agent capacity while performing DMV Title and Registration transactions.

III. SCOPE

This procedure applies to all Municipal Agents of the Division of Motor Vehicles, Department of Safety, State of New Hampshire.

IV. RECORD RETENTION

“Until Audited by DMV Auditors” – this means until audited by State of New Hampshire DMV auditors, and the audit is “signed off” by DMV.

Note: This retention schedule does not change your requirements for the town auditors.

<table>
<thead>
<tr>
<th>Type of Record</th>
<th>Required Retention Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration – Town Copy, MV or Boat</td>
<td>Current + 4 Years</td>
</tr>
<tr>
<td>Registration Preprints (Unused)</td>
<td>Until Audited by DMV Auditors + 1 year</td>
</tr>
<tr>
<td>Registration Copies – Voided</td>
<td>Until Audited by DMV Auditors + 1 year</td>
</tr>
<tr>
<td>Bank Deposit Slips &amp; Statements</td>
<td>Current + 4 years</td>
</tr>
<tr>
<td>Municipal Agent Daily Log – Town &amp; State Copies</td>
<td>Until Audited by DMV Auditors + 1 year</td>
</tr>
<tr>
<td>Title Applications</td>
<td>Current +6 years</td>
</tr>
<tr>
<td>General Records (any records not specified above)</td>
<td>Current + 4 years</td>
</tr>
<tr>
<td>Damaged Decal Copies</td>
<td>Until Audited by DMV Auditors + 1 year</td>
</tr>
<tr>
<td>We recommend keeping a copy of all damaged decals returned to DMV</td>
<td></td>
</tr>
</tbody>
</table>
Notification of Office Changes

There is a survey form available on page 59 for office changes. The Municipal Agent Help Desk **MUST** be notified in writing via mail, e-mail or fax of the following:

DAILY HOURS, pursuant to **Saf-C 519.12**

PERSONNEL, pursuant to **Saf-C 519.17**, to ensure user numbers are accurately recorded

CLOSING DUE TO: Vacations, Elections, Holidays, Illness, Emergency

- **Have an emergency plan!** Have someone in the office or another department notify the Agent Help Desk in an emergency. Plan ahead with a notification template that can be easily filled out. This way we can help your registrants as quickly and efficiently as possible!

DEPOSITS and CALL-INS: Notify the Department of Safety Business Office.

Procedure for Ordering Supplies

Order in advance! Order supplies before all current supplies are utilized. Receipt times may vary due to weekends, holidays and shipping delays. If ordering via written request, take into account mailing time.

Contact the Warehouse for these types of supplies:
- All Types of Year Decals
- Month Decals
- Plates
- Trailer VINs
- Registration paper
- Miscellaneous supplies (examples: Greenies, Daily Transaction Logs)

Contact the Title Bureau for titling supplies, such as:
- Title Applications
- Assignment forms
- Payoff forms
- Constructed/Reconstructed Vehicle forms
- Verification of Vehicle Identifications

Director’s Stamps

There is a $25.00 deposit to order additional stamps. Payment for additional stamps must be received before a new stamp can be delivered. The $25 deposit may be refundable if the city/town is no longer a Municipal Agent.

There is no charge for the replacement of a damaged stamp when an old stamp is returned damaged. The courier will collect the old stamp when the new stamp is delivered.
Contact the Municipal Agent Help Desk to order a new Director’s Stamp. The request must be made in writing, and must include the stamp number to be replaced and an impression of the current stamp. The request may be made via fax to (603)271-1061 or mailed to:

State of New Hampshire  
Division of Motor Vehicles  
23 Hazen Drive  
Concord, NH 03305  
Attn: Agent Help Desk

**Note:** At no time is ordering a stamp direct from a supplier permitted.
Deposit Slips

1. Deposit slips may generally be re-ordered from the bank branch where you make the State deposits. Agents who have been given special instructions should continue to follow them. (See page 53 for Citizens Bank or TDBank Instructions.)

2. When a re-order is placed, it is necessary to notify the Department of Safety Business Office of the date the order was placed and the quantity being ordered. The notification must be on a completed form.

<table>
<thead>
<tr>
<th>FOR BANKS OTHER THAN: TDBank or Citizens Bank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit Slips</td>
</tr>
<tr>
<td>DATE ORDER PLACED: __________________________</td>
</tr>
<tr>
<td>MUNICIPAL AGENT: ____________________________</td>
</tr>
<tr>
<td>BANK NAME:</td>
</tr>
<tr>
<td>ACCOUNT NUMBER: ______________________________</td>
</tr>
<tr>
<td>NUMBER OF DEPOSIT SLIPS ORDERED: _______________</td>
</tr>
<tr>
<td>TYPE OF DEPOSIT SLIPS ORDERED: DUPLICATE – CARBONLESS</td>
</tr>
<tr>
<td>SIGNATURE OF PERSON PLACING ORDER: ____________</td>
</tr>
</tbody>
</table>

This form is to be completed every time you order deposit slips and mailed to the DOS Business Office with your next “Greenie”.

3. Please be sure to include a sample deposit slip with all orders placed with the bank. ALL deposit slips have initially been ordered by the Department of Safety Business Office and are to be printed with the following information:

   LINE 1: “STATE OF NEW HAMPSHIRE – DEPARTMENT OF SAFETY”
   LINE 2: “LOCATION NAME (CITY/TOWN) MUNICIPAL AGENT”

This procedure will insure that your new order will be printed correctly. Be sure to give the bank your mailing address for the order. Otherwise, the deposit slips will be mailed directly to the Department of Safety Business Office.

4. Please verify the account name, account number, and name of your Municipality immediately upon receipt of your order. If there is an error, notify the bank immediately so a corrected order can be placed. Also, notify the Department of Safety Business Office.

5. In the event you do not receive your new order within 10 to 14 days, please notify the Department of Safety Business Office. They will contact the bank to resolve the problem.
CITIZENS BANK or TDBANK DEPOSIT SLIPS
Call the DOS Business Office at 271-6755.

The following information is required:
  City/Town Name
  Location #
  Quantity
  Style – Duplicate Carbonless
  When Needed

The deposit slips will be sent to your office.

You must still complete the Greenie and send it the DOS Business Office.
Tables

The following tables are lists of codes that are used for various fields and "cheat sheets" with various information. Please call the Agent Help Desk if you have difficulty finding the appropriate information.
Initial Plates

The following is a list of plate types and the maximum number of letters and/or numbers available for initial plates. Reminder: see page 37 for the acceptable characters and rules regarding issuing plates.

<table>
<thead>
<tr>
<th>Plate Type</th>
<th>Maximum Letters/Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPASS</td>
<td>7</td>
</tr>
<tr>
<td>ICPAS</td>
<td>6</td>
</tr>
<tr>
<td>ITRAI</td>
<td></td>
</tr>
<tr>
<td>IVVET</td>
<td></td>
</tr>
<tr>
<td>ICOMM</td>
<td></td>
</tr>
<tr>
<td>IMOTO</td>
<td>5</td>
</tr>
<tr>
<td>INPUR</td>
<td></td>
</tr>
<tr>
<td>ISROD</td>
<td>4</td>
</tr>
<tr>
<td>IDVET</td>
<td></td>
</tr>
<tr>
<td>IHCAP</td>
<td></td>
</tr>
<tr>
<td>IHMOT</td>
<td>3</td>
</tr>
<tr>
<td>IANTI</td>
<td>6 w/out Old Man, 4 with Old Man</td>
</tr>
</tbody>
</table>

Model Year

The following is a list of Model Years and the 10th digit of the VIN which confirms said Model Year.

<table>
<thead>
<tr>
<th>Year</th>
<th>Digit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1980</td>
<td>A</td>
</tr>
<tr>
<td>1981</td>
<td>B</td>
</tr>
<tr>
<td>1982</td>
<td>C</td>
</tr>
<tr>
<td>1983</td>
<td>D</td>
</tr>
<tr>
<td>1984</td>
<td>E</td>
</tr>
<tr>
<td>1985</td>
<td>F</td>
</tr>
<tr>
<td>1986</td>
<td>G</td>
</tr>
<tr>
<td>1987</td>
<td>H</td>
</tr>
<tr>
<td>1988</td>
<td>I</td>
</tr>
<tr>
<td>1989</td>
<td>J</td>
</tr>
<tr>
<td>1990</td>
<td>K</td>
</tr>
<tr>
<td>1991</td>
<td>M</td>
</tr>
<tr>
<td>1992</td>
<td>N</td>
</tr>
<tr>
<td>1993</td>
<td>P</td>
</tr>
<tr>
<td>1994</td>
<td>R</td>
</tr>
<tr>
<td>1995</td>
<td>S</td>
</tr>
<tr>
<td>1996</td>
<td>T</td>
</tr>
<tr>
<td>1997</td>
<td>V</td>
</tr>
<tr>
<td>1998</td>
<td>W</td>
</tr>
<tr>
<td>1999</td>
<td>X</td>
</tr>
<tr>
<td>2000</td>
<td>Y</td>
</tr>
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</tr>
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<td>2006</td>
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</tr>
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<td>2007</td>
<td>7</td>
</tr>
<tr>
<td>2008</td>
<td>8</td>
</tr>
<tr>
<td>2009</td>
<td>9</td>
</tr>
<tr>
<td>2010</td>
<td>A</td>
</tr>
<tr>
<td>2011</td>
<td>B</td>
</tr>
<tr>
<td>2012</td>
<td>C</td>
</tr>
</tbody>
</table>
**Registration Status Codes**

- **PC**  Plate Change
- **S**   Sold
- **F**  Fatal (generally means plate was released)
- **R**  Refund
- **TR** Transferred

**Title Status Codes**

- **AP**  Applied for
- **VA**  Valid
- **SU**  Surrendered
- **TR** Transferred
- **AS**  Assigned
- **VO**  Voided
- **RF** Refunded

**Color Codes**

<table>
<thead>
<tr>
<th>COLOR NAME</th>
<th>CODE</th>
<th>COLOR NAME</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALUMINUM</td>
<td>SIL</td>
<td>LAVENDER</td>
<td>LAV</td>
</tr>
<tr>
<td>AMETHYST</td>
<td>AME</td>
<td>LIGHT BLUE</td>
<td>LBL</td>
</tr>
<tr>
<td>BEIGE</td>
<td>BGE</td>
<td>LIGHT GREEN</td>
<td>LGR</td>
</tr>
<tr>
<td>BLACK</td>
<td>BLK</td>
<td>MAROON</td>
<td>MAR</td>
</tr>
<tr>
<td>BLUE</td>
<td>BLU</td>
<td>MAUVE</td>
<td>MVE</td>
</tr>
<tr>
<td>BRONZE</td>
<td>BRZ</td>
<td>MULTI-COLORED</td>
<td>MUL</td>
</tr>
<tr>
<td>BROWN</td>
<td>BRO</td>
<td>ORANGE</td>
<td>ONG</td>
</tr>
<tr>
<td>BURGUNDY</td>
<td>MAR</td>
<td>PINK</td>
<td>PNK</td>
</tr>
<tr>
<td>CAMOUFLAGE</td>
<td>CAM</td>
<td>PURPLE</td>
<td>PLE</td>
</tr>
<tr>
<td>CHROME</td>
<td>COM</td>
<td>RED</td>
<td>RED</td>
</tr>
<tr>
<td>COPPER</td>
<td>CPR</td>
<td>SILVER</td>
<td>SIL</td>
</tr>
<tr>
<td>CREAM</td>
<td>CRM</td>
<td>STAINLESS STEEL</td>
<td>COM</td>
</tr>
<tr>
<td>DARK BLUE</td>
<td>DBL</td>
<td>TAN</td>
<td>TAN</td>
</tr>
<tr>
<td>DARK GREEN</td>
<td>DGR</td>
<td>TAUPE</td>
<td>TPE</td>
</tr>
<tr>
<td>GOLD</td>
<td>GLD</td>
<td>TEAL</td>
<td>TEA</td>
</tr>
<tr>
<td>GRAY</td>
<td>GRY</td>
<td>TURQUOISE</td>
<td>TRQ</td>
</tr>
<tr>
<td>Color</td>
<td>Code</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------</td>
<td>------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GREEN</td>
<td>GRN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IVORY</td>
<td>CRM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WHITE</td>
<td>WHI</td>
<td></td>
<td></td>
</tr>
<tr>
<td>YELLOW</td>
<td>YEL</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
RSA’s

Below is a list of common RSA’s and Saf-C’s mentioned in this manual. We have provided the RSA number and some key words to help you identify which may apply to your situation. You may find the complete RSA and/or SAF-C on the State of New Hampshire’s website: [www.nh.gov](http://www.nh.gov)

<table>
<thead>
<tr>
<th>RSA</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>259:57</td>
<td>Moped - definition</td>
</tr>
<tr>
<td>261:31 IV</td>
<td>Powers and Duties of the Director</td>
</tr>
<tr>
<td>261:45</td>
<td>Resident of State – time frame to register</td>
</tr>
<tr>
<td>261:45-a</td>
<td>Members of Armed Services; Registration; Residency</td>
</tr>
<tr>
<td>261:46</td>
<td>Nonresident Registration</td>
</tr>
<tr>
<td>261:46-a</td>
<td>Registration of Foreign Nationals</td>
</tr>
<tr>
<td>261:57-a</td>
<td>Temporary Registrations and Number Plates (Hardship registrations for new residents of NH)</td>
</tr>
<tr>
<td>261:62</td>
<td>Expiration of Registration- early renewal, leap year, trust, IRP</td>
</tr>
<tr>
<td>261:66</td>
<td>Transfer of Ownership- transfers, leases</td>
</tr>
<tr>
<td>261:74-d</td>
<td>Additional Fees Charged by Agents –not more than $2.50 fee per registration</td>
</tr>
<tr>
<td>261:74-f</td>
<td>Revocation of Agency Status- reasons and process</td>
</tr>
<tr>
<td>261:82</td>
<td>Agricultural Plates- qualifications, distance and use</td>
</tr>
<tr>
<td>261:83</td>
<td>Farm Tractor Plates- qualifications and use</td>
</tr>
<tr>
<td>261:84</td>
<td>Farm Plates- qualifications and use</td>
</tr>
<tr>
<td>261:86</td>
<td>Special Number Plates for Certain Veterans- qualifications for each VVETE plate</td>
</tr>
<tr>
<td>261:88</td>
<td>Walking Disability Plates and Placards- definitions, qualifications, process, display</td>
</tr>
<tr>
<td>261:89-a</td>
<td>Antique Motor Vehicle, Motorcycle, or Trailer Plates- same year, placement</td>
</tr>
<tr>
<td>261:89-b</td>
<td>Number Plates for Vehicles Registered as Street Rods- fees, qualifications, process</td>
</tr>
<tr>
<td>261:92</td>
<td>Publicly Owned Vehicles; Nonprofit Corporations</td>
</tr>
<tr>
<td>261:97-a</td>
<td>Conservation Number Plates- fees, qualifications</td>
</tr>
<tr>
<td>261:142</td>
<td>Weight in Computation of Fees- GVW</td>
</tr>
<tr>
<td>261:148</td>
<td>Permit Required- prior registration, duplicate copy</td>
</tr>
<tr>
<td>261:152</td>
<td>Preparation of Documents- fee shown between boxes 40 + 41 of registration</td>
</tr>
<tr>
<td>261:153</td>
<td>Fees for Registration Permits- local fees</td>
</tr>
<tr>
<td>261:157</td>
<td>Exemption of Amputee and Other Disabled Veterans</td>
</tr>
<tr>
<td>262:6</td>
<td>Identification Marks</td>
</tr>
<tr>
<td>266:1</td>
<td>Inspection Authorized- inspection requirements</td>
</tr>
<tr>
<td>266:5</td>
<td>Penalty for Failing to Obey Inspection Requirements</td>
</tr>
</tbody>
</table>

Saf-C 503 | GENERAL ADMINISTRATION
Saf-C 504 | MOTOR VEHICLE, TRAILER, SEMI-TRAILER REGISTRATION
Saf-C 508 | ONE-THIRD RATE VEHICLES
Saf-C 509 | INITIAL OR VANITY REGISTRATION
Saf-C 511 | REGISTRATION- ADDITIONAL REQUIREMENTS/CLASSIFICATION
Saf-C 514 | VEHICLE PLATES
Saf-C 516 | REPLACEMENT REGISTRATION PLATE
Saf-C 517 | OPERATION OF UNINSPECTED MOTOR VEHICLE
Saf-C 519 | REGISTRATION BY MUNICIPAL AGENTS
Survey

The following page is a Municipal Agent survey. Please complete and submit by April 30th each year. Also, please make copies, complete and submit when there are significant changes in your office.

You may fax an updated survey to the Agent Help Desk at 271-1061.
Municipal Agent Survey

TOWN/CITY NAME: __________________________ TOWN/CITY #: __________________________

YOUR NAME: _______________________________________________________________________

_________________________________________________________________________________

YOUR TITLE: _______________________________________________________________________

_________________________________________________________________________________

OFFICE ADDRESS: __________________________________________________________________

_________________________________________________________________________________

MAILING ADDRESS: __________________________________________________________________

_________________________________________________________________________________

OFFICE PHONE #: ____________________________ HOME PHONE #: _______________________

OFFICE FAX #: __________________________________ EMAIL ADDRESS: ___________________

YEARS IN OFFICE: ___________________________ TERM EXPIRES: ________________________

VALIDATION STAMP #’s: ______________ : ______________ : ______________

OFFICE HOURS: MONDAY____________________

TUESDAY_____________________________

WEDNESDAY____________________

THURSDAY_________________________

FRIDAY_________________________

SATURDAY_________________________

Do you have computer software to perform your local Motor Vehicles functions? YES______
NO______
If yes, who is the municipal software company?
__________________________________________________

ADDITIONAL STAFF

NAME ______________________ TITLE ______________________

1. ________________________________________________________
   ______

2. ________________________________________________________
   ______

3. ________________________________________________________
   ______

4. ________________________________________________________
   ______

5. ________________________________________________________
   ______

Do any of the above need to be certified or have additional training? Please mark this next to his/her name.