

Pay My Road Test and/or License Fees

(new online transaction)

Effective October 14, 2015

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Online Transaction Overview

Currently, customers can pay their road test and license fees at the time of permit application, road test scheduling (over the phone or online), and after passing the road test (in a branch).

Beginning October 14, 2015, the new Pay My Road Test and/or License Fees online transaction

(https://www.massrmv.com/payroadtest) will allow customers to pay their license and road test fees **before** or **after** taking their road test. Customers who use this stand-alone transaction can avoid going to an RMV branch after passing the road test. Customers will receive their Class D or M license in the mail if they:

- Pass their road test
- Have paid all associated fees
- Have no "outstanding obligations/stoppers" against their record that prevent license issuance

CDL permit/license holders may prepay their fees using this new online transaction but must visit an RMV branch to have the license issued.

Customer Service Benefits

The new Pay My Road Test and/or License Fees online transaction provides customers with another option to prepay their fees and eliminate the need to go to an RMV branch after passing their Class D or M road test to have the License issued. If the customer pays all fees prior to his/her road test, the stamped permit immediately serves as the temporary license while the permanent license is mailed.



Step by Step Process

Process

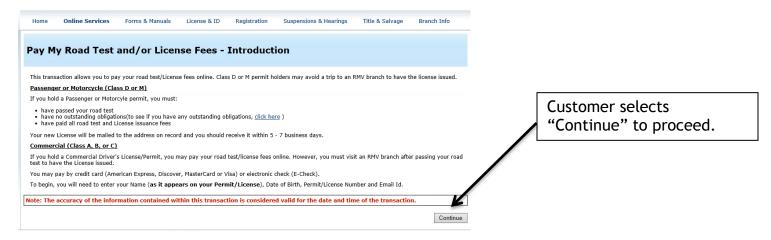
The new online transaction can be completed in 6 easy steps:

- 1. Introduction Screen
- 2. Terms and Conditions
- 3. Inquiry Screen
- 4. Details Screen
- 5. Payment Screen
- 6. Confirmation Screen

6 Easy Steps!

The following pages show the step by step online process the customer must complete in order to pay all outstanding road test and/or license fees.

Introduction Screen



Terms and Conditions Screen

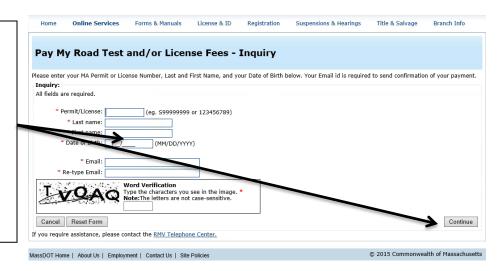


Inquiry Screen

Customer enters:

- License/Permit
 Number
- Last Name
- First Name
- Date of Birth
- Email Address
- Word Verification

Then selects "Continue" to proceed.



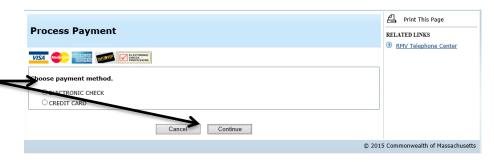
Details Screen

Customer verifies amount displayed and then selects "Continue" to proceed.



Payment Screen

Customer selects payment method and then selects "Continue" to proceed to enter required information.



Confirmation Screen



Once payment is accepted, the Confirmation screen displays with the Transaction ID, Date, and Payment Amount.

Confirmation Email

From: noreply@mass.gov [mailto:noreply@mass.gov]

Sent: Friday, September 4, 2015 2:43 PM

To: Faria, Kevin (DOT)

Subject: Massachusetts Registry of Motor Vehicles 4377296CE: Payment Confirmation - Do Not Reply

Importance: Low

Registry of Motor Vehicles - Pay License/ Road Test Fee - Payment Confirmation

Thank you for your payment!

Passenger or Motorcycle (Class D or M)

If you hold a class D or M permit, have passed your road test, and have no outstanding obligations, your new License will be mailed to the address on record. You should receive it within 5 - 7 business days.

If you do not receive your License within 2 weeks, contact us by Email or call the RMV Telephone Center.

Commercial (Class A, B, or C)

If you hold a Commercial Driver's License/Permit and have passed your road test, you must visit an RMV branch to have your License issued.

Note: If the payment cannot be processed successfully, the customer will receive a payment failure screen and payment failure email.

Communication Plan to Promote New Transaction

Branch Staff

Branch staff should use the following suggested dialogue to promote the new online transaction to permit applicants so customers do not visit a branch after passing a road test:

"You can pay all your fees now. If you do not want to pay now, you can pay when scheduling a road test, or you have the option of paying your fees anytime online at massrmv.com. If you pay before the road test, your permit will immediately serve as your temporary license after you pass the road test. No waiting or visiting a branch again!"

Contact Center Staff

Contact Center staff should use the following suggested dialogue to promote the new transaction when booking exams for customers:

"We recommend paying all your license fees now while we schedule your road test. If you do not want to pay now, you have the option of paying your fees anytime online at massrmv.com. If you pay before the road test, your permit will immediately serve as your temporary license after you pass the road test. No waiting or visiting a branch again!"

Professional Driving Schools

The RMV has notified the Professional Driving Schools that the new transaction will be available in October (see image of flyer below). Driving Schools have been encouraged to direct their students to the online transaction instead of waiting in line. A separate training update will be sent to the Professional Driving Schools with additional information.



Public Relations

The Registrar will announce the new transaction to the Public and we will also post and promote the transaction via our social media outlets like our new Twitter account @MassRMV - #skiptheline!

Other Updates

The following will also be updated to include the new online Pay My Road Test and/or License Fees:

Web Pages Online at MassRMV.com

Applicable web pages will be updated by 10/14

Applicable Policy Information Portal pages

• Applicable internal and public pages will be updated by 10/14

Class D/M Road Test Information Sheet (T21174)

 Will be updated and available on Print on Demand by 10/13 - please begin distributing the revised information sheet to permit holders by 10/14

Questions?

Contact the Driver Licensing Department at 857-368-8110.