

Skip the Line,  
Go Online

[massrmv.com](http://massrmv.com)

October 13, 2015

# 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

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***6 Easy Steps!***

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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

Home Online Services Forms & Manuals License & ID Registration Suspensions & Hearings Title & Salvage Branch Info

### Pay My Road Test and/or License Fees - Introduction

This transaction allows you to pay your road test/License fees online. Class D or M permit holders may avoid a trip to an RMV branch to have the license issued.

**Passenger or Motorcycle (Class D or M)**

If you hold a Passenger or Motorcycle permit, you must:

- have passed your road test
- have no outstanding obligations (to see if you have any outstanding obligations, [click here](#) )
- have paid all road test and License issuance fees

Your new License will be mailed to the address on record and you should receive it within 5 - 7 business days.

**Commercial (Class A, B, or C)**

If you hold a Commercial Driver's License/Permit, you may pay your road test/license fees online. However, you must visit an RMV branch after passing your road test to have the License issued.

You may pay by credit card (American Express, Discover, MasterCard or Visa) or electronic check (E-Check).

To begin, you will need to enter your Name (as it appears on your Permit/License), Date of Birth, Permit/License Number and Email Id.

**Note: The accuracy of the information contained within this transaction is considered valid for the date and time of the transaction.**

Continue

Customer selects "Continue" to proceed.

# Terms and Conditions Screen

Home Online Services Forms & Manuals License & ID Registration Suspensions & Hearings Title & Salvage Branch Info

### Terms and Conditions

Before proceeding with the interactive application, read the Terms of Use in the box below. If you don't agree to the terms, do not continue.

For information about our use of cookies and your Internet Protocol (IP) address, refer to MassDOT's [Site Policies](#).

For questions regarding any of these terms of use or policies, [contact us](#).

**Terms of Use:**

1. These Terms of Use are governed by and construed in accordance with the law of the Commonwealth of Massachusetts and the laws of the United States, without giving effect to any principles of conflicts of law. If any provision of these Terms of Use is judicially determined to be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from these Terms of Use, and shall not affect the validity and enforceability of the remaining provisions.

2. The use of the Registry website is subject to the Massachusetts General Laws including: the Public Records Laws; the Federal Driver Privacy Protection Act; and M.G. L. c. 265, Section 120F (Unauthorized Access to Computer System) as well as any other current or future Massachusetts or Federal laws concerning the use or misuse of personal information. The penalties for the violation of these laws include both civil sanctions and criminal prosecution.

I have read and agree to the terms and conditions as described above. By clicking the 'Accept' button, I will be authorized to continue with the requested transaction. If I 'Decline', I will be logged out of this session and will not be authorized to continue.

Decline Accept

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Customer clicks the Agreement box and then selects "Accept" to proceed.

## Inquiry Screen

Customer enters:

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

Then selects “Continue” to proceed.

Home Online Services Forms & Manuals License & ID Registration Suspensions & Hearings Title & Salvage Branch Info

### Pay My Road Test and/or License Fees - Inquiry

Please enter your MA Permit or License Number, Last and First Name, and your Date of Birth below. Your Email id is required to send confirmation of your payment.

**Inquiry:**  
All fields are required.

• Permit/License:  (eg. S99999999 or 123456789)

• Last name:

• First name:

• Date of birth:  (MM/DD/YYYY)

• Email:

• Re-type Email:

**Word Verification**  
Type the characters you see in the image. \*  
**Note:**The letters are not case-sensitive.

If you require assistance, please contact the [RMV Telephone Center](#).

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## Details Screen

Customer verifies amount displayed and then selects “Continue” to proceed.

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### Pay My Road Test and/or License Fees - Details

Transaction Id: 1869173TW      09/23/2015

The information below contains all outstanding License and/or road test fees. All payments must be paid in full, partial payments are not allowed. You are responsible for the road test fee for each failure, rejection, late cancellation/arrival, or no show.

Verify that the information provided below is correct. If yes, select Continue to pay. If no, select Cancel to exit the transaction.

**Fee Information**

Permit/License:	\$0.00
License Issue Fee:	\$50.00
Road Test Fee:	\$35.00
Amount Paid:	\$0.00
<b>Amount Due:</b>	<b>\$85.00</b>

If you have any questions regarding the amount due or any other questions regarding this transaction, contact us by [Email](#) or call the [RMV Telephone Center](#).

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## Payment Screen

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

Print This Page

RELATED LINKS  
[RMV Telephone Center](#)

### Process Payment

Choose payment method.

ELECTRONIC CHECK

CREDIT CARD

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## Confirmation Screen



The Official Website of the  
Massachusetts Registry of Motor Vehicles

 

Home [Online Services](#) [Forms & Manuals](#) [License & ID](#) [Registration](#) [Suspensions & Hearings](#) [Title & Salvage](#) [Branch Info](#)

### Pay My Road Test and/or License Fees - Confirmation

Transaction Id: 8722894CJ      09/04/2015      Amount Paid: \$85.00

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.

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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) [<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](http://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](http://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.