



Montana Department of Justice
Motor Vehicle Division

Vehicle Registration Renewal Service

User Manual

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PURPOSE OF USER MANUAL

The User Manual provides information about how the Montana Department of Justice (DOJ) Motor Vehicle Division (MVD) online Vehicle Registration Renewal (VRR) service functions. The manual outlines step-by-step instructions for how you (a user) renew and pay for a vehicle registration(s), upload supporting documents for fee exemptions and other situations, and print or reprint a receipt ([Figs. 43-47, pgs. 40-42](#)).

Service Use Requirements

Under state law, all motor vehicles including motor homes; motorcycles and quadricycles; travel trailers; utility trailers; all-terrain vehicles; sailboats over 12 feet in length; motorboats, jet skis and other motorized vessels; and snowmobiles must be registered with the State of Montana. Pickup campers are an exception; they must be titled, but are not registered.

NOTE: For a glossary of key definitions, please refer to [Page 37](#).

Internet-based Service

You can access the online VRR service on a computer, tablet, or mobile device with an Internet connection. The service is mobile responsive, displaying correctly on mobile devices, such as smart phones and tablets.

Browser Requirements

Computers, tablets, or mobile devices must use one of the following browsers to access the online VRR service:

- Current version of Google Chrome.
- Current version of Microsoft’s browser.
- Current or one version prior to the current version of Mozilla FireFox.

How to Print

To print or reprint a receipt for an online VRR transaction, you must have a functioning printer connected to a computer, smartphone or tablet via a local, enterprise or Wi-Fi network.

Points of Contact for Service

NAME	AGENCY	EMAIL	PHONE NUMBER
Help Desk	mt.gov (MI)	helpdesk@egovmt.com	406-449-3468, Ext. 0
Service Desk	JITSD	DOJServiceDesk@mt.gov	844-331-4357 or 406-444-3993

THE HOME PAGE

The following section describes the initial VRR service page, located at <https://app.mt.gov/vrr>. There are several options on the Home page for a Montana citizen who needs to renew and pay for a vehicle registration(s), upload supporting documents for fee exemptions and other situations, and print or reprint a receipt (*Fig. 1*).

- The **Begin Renewal** option directs you to the vehicle criteria page to enter a unique piece of information about a vehicle to find the registration that requires renewal.
- The **Print Your Receipt** option directs you to the vehicle criteria page to enter a unique piece of information about a vehicle to find the receipt that you want to print.
- You can watch an online service demonstration about how the service functions by clicking **Try The Demo**. Information entered on demonstration pages is not saved.
- Other links on the Home page that also appear throughout the service are:
 - **Instructions** for the service.
 - **Fees**, which explains that registration renewal fees are based on the age of the vehicle and are explained in detail on the MVD's [Vehicle Title and Registration page](#).
 - **Feedback**, which displays a form to fill out and submit if you would like to offer feedback about the service.

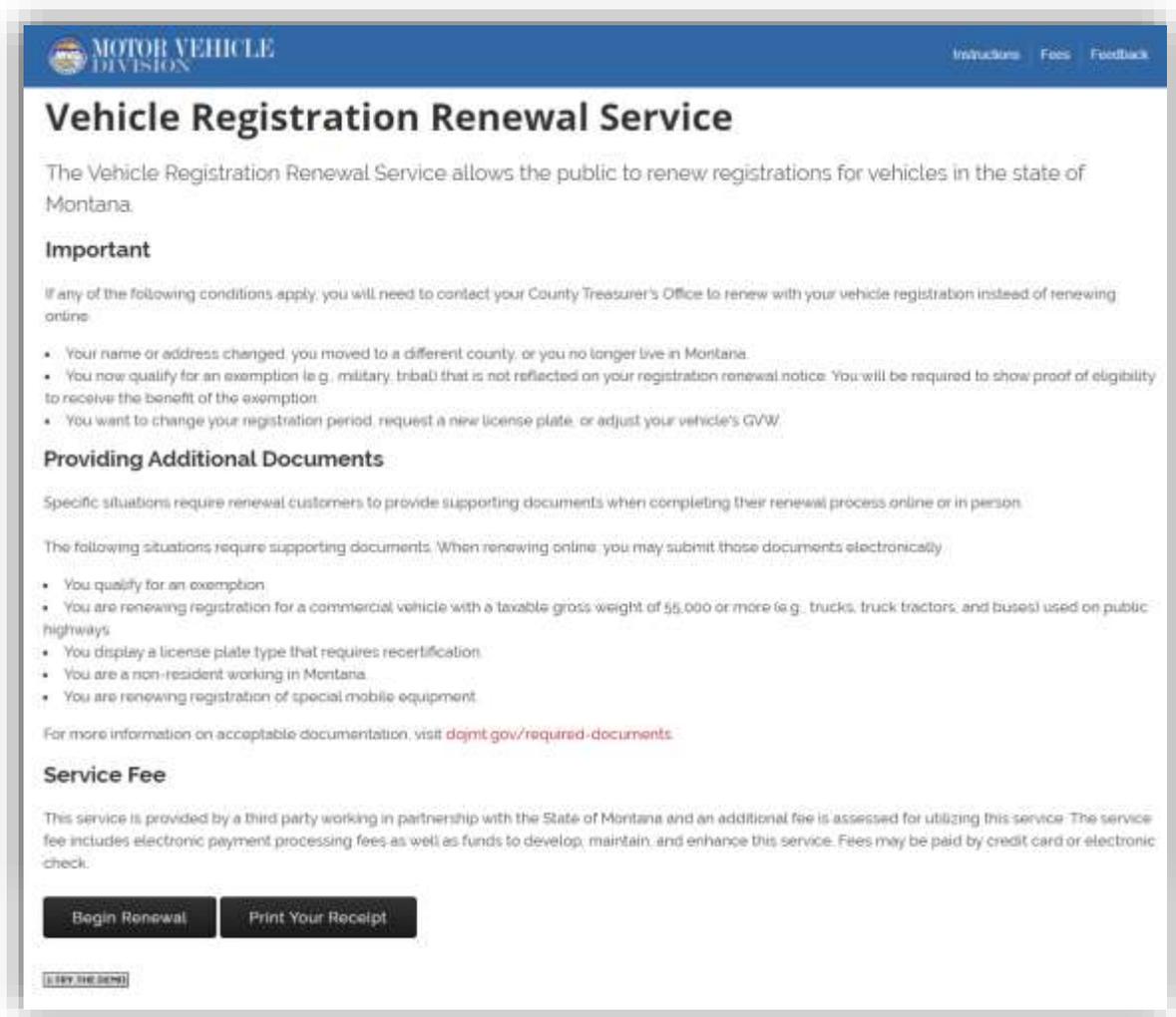


Fig. 1

HOW TO BEGIN

To renew a vehicle registration through the online VRR service, click **Begin Renewal** on the Home page (Fig. 2).

Enter Vehicle Information

Vehicle Criteria

The page displays the Vehicle Criteria page, on which you have three ways to identify the vehicle registration that requires renewal (Fig. 3).

1. Enter one of the following from your current registration paperwork:
 - **Vehicle Number**
 - **Vehicle Identification Number (VIN)**
 - **Title Number**
2. To proceed, click **Continue**.
3. To return to the online VRR service Home page, click **Home**.

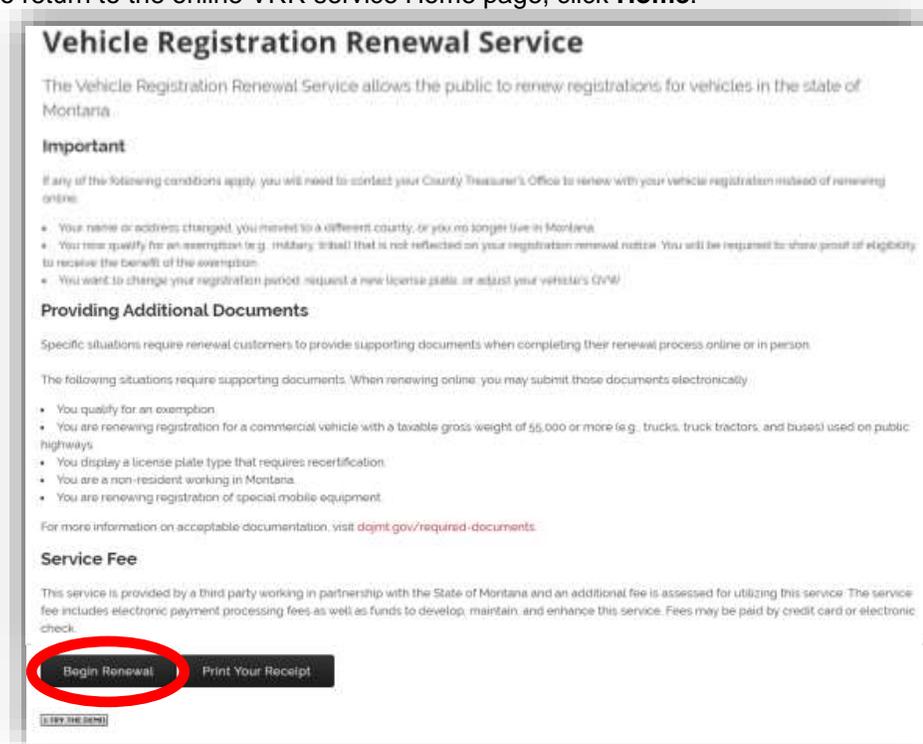


Fig. 2



Fig. 3

Vehicle Eligibility

To proceed to the next page, the vehicle registration must be eligible for renewal. Most vehicles are eligible for online renewal one month before their registration expiration date and up to 30 days after the grace period.

You must renew at your [County Treasurer's Office](#) if:

- You moved to a different county, or you no longer live in Montana.
- You need to change or correct your vehicle information. For example, if you have changed the color of your vehicle or discover an error in the vehicle information on your title or registration.
- You need to change the length of time for which you register your vehicle. For further information on renewal period options for various vehicle types, please refer to the [Vehicle Title and Registration page](#).
- You need to adjust the gross vehicle weight (GVW) your vehicle carries.
- You want to get a different license plate.
- You need to renew a specialty license plate that requires annual recertification (i.e. the Richland County Ambulance Service plate, and some military plates including National Guard and Reserve plates).

NOTE: The grace period, or “renew by” date, ends 30 days after the registration expiration date, which is printed at the top of the renewal notice you receive in the mail.

If the registration is not eligible for a renewal, the page displays one of two error messages (*Figs. 4-5*).

- Vehicle not eligible for renewal.
- Vehicle is not within the time period limits for online registration.

Vehicle Criteria

Vehicle not eligible for renewal, contact your County Treasurer MVD Office.

Registration expires: 04/30/2015 Renew by: 05/31/2015 C

VEHICLE INFORMATION	FEE INFORMATION
2012 Tundra Crewmax Sr5	County Tax:
Plate No. 556275A	Registration Fees:
Plate Type Std County Lg (TK)	Sponsor Plate:
Plate Issue Date 06/05/2014	GVW:
Title No. AA2124215	State Parks:
VIN 5TFDY5F13CX224365	County Convenience
Vehicle No. 3411198	Total:

Fig. 4

Vehicle Criteria

Vehicle is not within the time period limits for online registration, Please contact your County Treasurer MVD Office.

Registration expires: 04/30/2015 Renew by: 05/31/2015 C

VEHICLE INFORMATION	FEE INFORMATION
2012 Tundra Crewmax Sr5	County Tax:
Plate No. 556275A	Registration Fees:
Plate Type Std County Lg (TK)	Sponsor Plate:
Plate Issue Date 06/05/2014	GVW:
Title No. AA2124215	State Parks:
VIN 5TFDY5F13CX224365	County Convenience
Vehicle No. 3411198	Total:
MGVW/GCW	Renewing by Mail?

Fig. 5

Enter Your Information

Owner Information

The service displays the Name and Address page (Fig. 6).

1. Enter your:
 - **First, Middle** (optional) and **Last Name** as it displayed on your current vehicle registration. Each of the name text boxes has an 80-character limit and allows the following characters: A-Z, upper and lowercase letters, space (not consecutive spaces), dash, apostrophe, dollar sign, exclamation mark, and quote.
OR
 - **Business/Organization** name as it displayed on your current vehicle registration.
AND
 - Current **City, State,** and **ZIP code** of your physical address.
2. To proceed, click **Continue**.
3. To return to the online VRR service Home page, click **Home**.

MOTOR VEHICLE DIVISION

Instructions Fees Feedback

Home / Vehicle Criteria / Name and Address

Name and Address

Owner Information

Enter your first name, middle name, last name and suffix in the fields provided. If you are using this service as an agent for a business/organization use only the Business/Organization field to enter the owner name.

First Name
JANE

Middle Name Optional

Last Name
DOE

Suffix

OR

Business/Organization

Address Information

Enter the City, State, and Zip Code of your current street (physical) address below.

City
HIGHWOOD

State
MONTANA

Zip Code
59450
(5 digits only)

Continue Home

Fig. 6

Name/Address Verification

The service verifies the name and address.

- If the name/address information you entered does not match the information that the MVD has on file for the vehicle, you will see a message in a pop-up window (Fig. 7).
- If a pop-up window appears, click **Continue**.

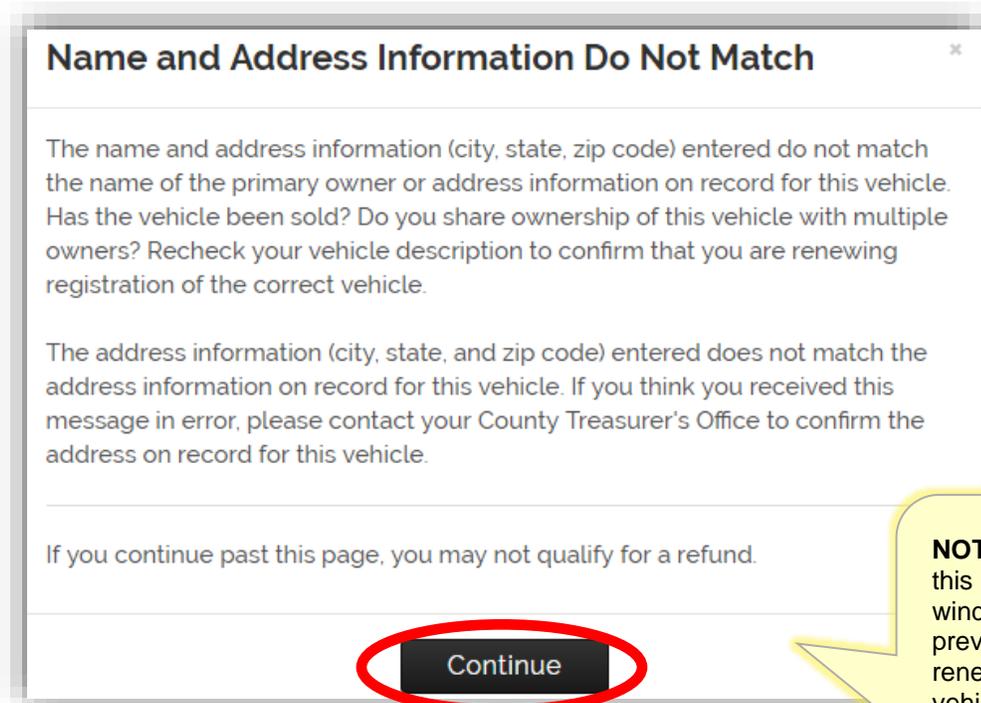


Fig. 7

NOTE: Seeing this pop-up window does not prevent you from renewing your vehicle registration.

Insurance Verification

The service verifies whether the vehicle is covered by insurance.

- If the MVD does not have a record of the vehicle being covered by insurance, you will see a message in a pop-up window (Fig. 8).
- If pop-up window appears, click **Continue**.

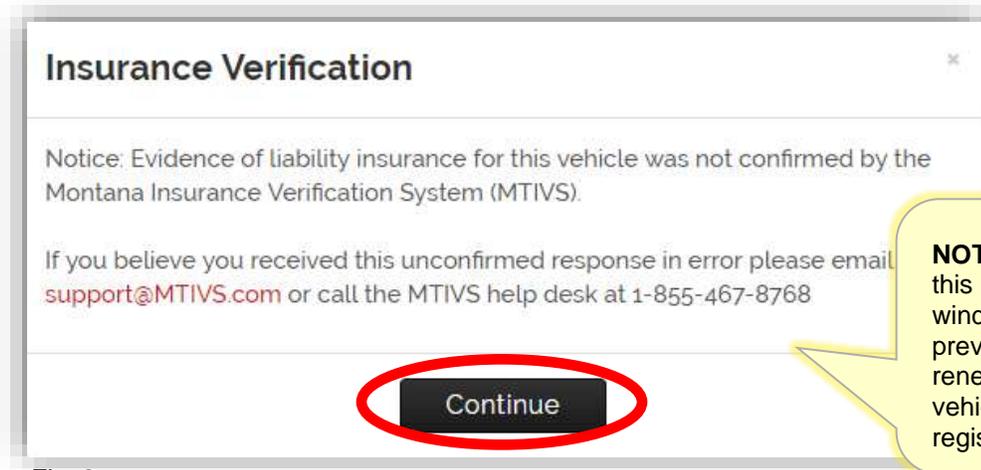


Fig. 8

NOTE: Seeing this pop-up window does not prevent you from renewing your vehicle registration.

Verify Vehicle Information

The service displays the Vehicle Information page.

Vehicle fields

The page displays the following information about your vehicle and its registration (Fig. 9):

- Vehicle Owner Name
- City, State, ZIP
- Registration County
- Year
- Make
- Model
- Color
- Style
- Type
- VIN
- Vehicle Number
- Exemption (*If there is no fee waiver, the Exemption line is blank; see information at right.)
- Plate Number
- Plate Type
- Registration Expiration Date

NOTE: The page also displays an Exemption line* listing the type of exemption applicable to the vehicle registration. Some motor vehicle registration fees may be waived per Montana law for individuals who purchase military or veteran license plates.

Possible exemptions are:

- Cemetery District
- Charitable Organization
- Developmentally Disabled
- Educational
- Ex-POW
- Federal Government (State/County)
- Hospital
- Irrigation District
- Military
- Montana Military
- Potable Water
- Purple Heart
- Tribal
- Veteran
- Surviving Military Spouse

***If there is no fee waiver, the Exemption line is blank.**

To apply for a fee waiver, visit <https://dojmt.gov/driving/military-services>.



Fig. 9

Cost to Renew Registration

The page displays (Fig. 10):

- The itemized costs and the total amount due to renew your vehicle registration.
- Information about replacing your licenses plates.

Description	Amount
MHP (Montana Highway Patrol)	\$ 10.00
MVD Admin Fee	\$ 1.71
Shared Use Opt-In	\$ 0.00
RET Postage Chouteau	\$ 5.00
Traumatic Brain Injury Program	\$ 0.00
RET County Option Tax Chouteau on Depreciated MSRP of \$1,922.43	\$ 9.61
Organ Donor Program	\$ 0.00
Owner Reg Fee for Regular usage, 12 months (11/1/2019-10/31/2020)	\$ 28.00
Replacement Plate for period 11/1/2019-10/31/2020	\$ 0.00
State Parks	\$ 9.00
Std County Lg Initial Non Personalized Plate for period 11/1/2019-10/31/2020	\$ 10.00
Renewal Amount Due	\$ 73.32

License Plate Replacement

- State law requires that the license plates be replaced every five years. This requirement applies to all plate designs.
- Your license plates must be replaced. New plates (same design) will be mailed with a registration tab. If you want to keep the same plate number you have now (additional \$15) or select a new design, renew at your County Treasurer Office.
- If you want a different plate design or you want to keep the number that is on your current plate, you must renew at your County Treasurer's Office.

Fig. 10

Options

- At the bottom of the page, you can choose whether to donate to the Organ Donor, Brain Injury Awareness, and/or Shared-Use Path Project (Fig. 11).
 - If you choose to help organ donor education and support programs, enter a whole-dollar amount in the **Organ Donor** box.
 - If you choose to help traumatic brain injury education and support programs, enter a whole-dollar amount in the **Traumatic Brain Injury** box.
 - If you choose to support maintenance and repair of paths shared by pedestrians and bicycles, select **“Yes, I would like to make a donation of \$5.00 to the Shared-Use Path Project.”** In the 2017 Legislative Session, HB225 revised the Montana Footpath and Bicycle Trail Act of 1975 by establishing an optional fee on motor vehicle registrations. The money collected provide funding for the Montana Department of Transportation to manage the maintenance, repair and establishment of shared-use paths including the structures and processes necessary for bicycle and pedestrian safety education. A “shared-use path” means a multiuse path that is separated from motorized vehicular traffic by an open space, pavement markings, or a barrier within a highway right-of-way and that is usable for transportation purposes by pedestrians, runners, bicyclists, skaters, equestrians, and other nonmotorized users. As defined, a sidewalk is not a shared-use path.
- If you do not intend to use the vehicle to visit Montana State Parks and/or Fishing Access Sites, select **“Yes, I opt out of paying \$9.00 for State Parks.”**
- To pay for your vehicle registration renewal, click **Continue**.
- If you need to renew the registration for more than one vehicle, click **Add another Vehicle**. You can renew up to 15 vehicle registrations in a single transaction with no limit on the number of transactions you can submit.
- To return to the Name and Address page, click **Back**.
- To return to the online VRR service Home page, click **Home**.

NOTE: If you enter partial-dollar amount(s), you will see a message requesting only whole-dollar amount(s).

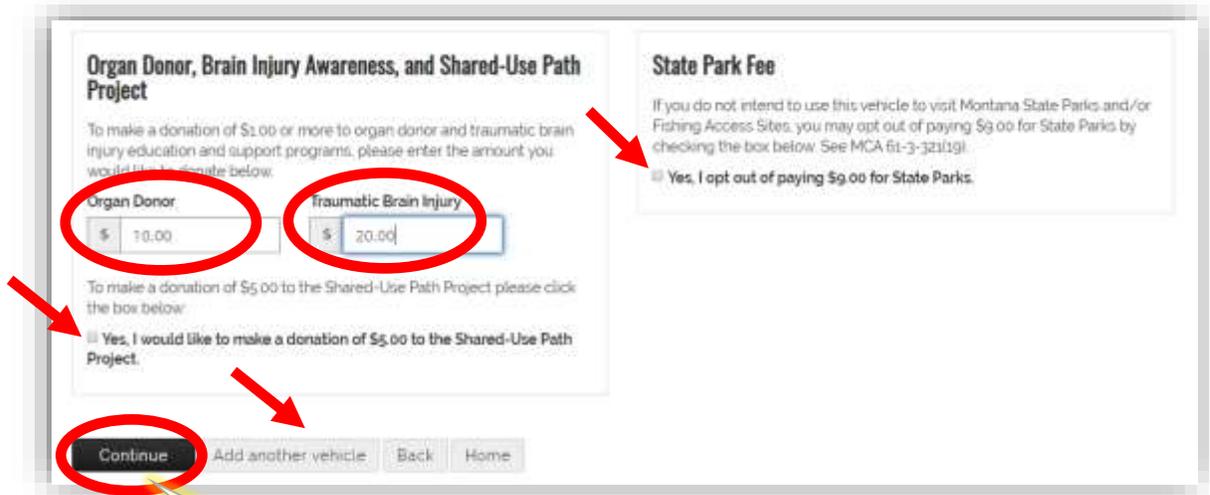


Fig. 11

NOTE: If you previously qualified for an exemption for this vehicle’s registration, or your registration renewal requires you to upload supporting documents for other situations, you will be prompted to upload documents on the next page.

Upload Documents

In specific situations, you are required to provide supporting documents when renewing your registration online through the VRR service. The following situations require supporting documents:

- You qualify for an exemption.
- You are renewing registration for a commercial vehicle with a taxable gross weight of 55,000 or more (e.g., trucks, truck tractors, and buses) used on public highways.
- You display a license plate type that requires recertification.
- You are a non-resident working in Montana.
- You are renewing registration of special mobile equipment.

NOTE: If you are not required to upload supporting documents, please proceed to [Page 16](#) for instructions on how to complete your vehicle registration renewal.

For more information on acceptable documentation, visit <https://dojmt.gov/required-documents/>.

Vehicle fields

If you previously qualified for an exemption for your vehicle’s registration, the Vehicle Information section displays the exemption on the Exemption line in the Vehicle Information page (Fig. 12):

Vehicle Information	
This is the vehicle information on record. Verify that it is correct.	
Vehicle Owner Name	Jessie Westerman Henke
City, State, Zip	Sheridan, MT 597499628
Registration County	Madison
Year	1991
Make	Ford
Model	Thunderbird
Color	Gray
Style	2D
Type	Passenger
VIN	1FAPP0049MH182102
Vehicle Number	583347
Exemption	Montana Military
Plate Number	254417C
Plate Type	Std County Ig
Registration Expiration Date	11/30/2019

Fig. 12

Options

1. Choose your payment options per the instructions on [Page 12](#).
2. To proceed, click **Continue** (Fig. 13).

Description	Amount
MHP (Montana Highway Patrol)	\$ 0.00
RET County Option Tax Madison on Depreciated MSRP of \$500.00	\$ 0.00
MVD Admin Fee	\$ 0.27
Shared Use Opt-in	\$ 0.00
Traumatic Brain Injury Program	\$ 0.00
Organ Donor Program	\$ 0.00
RET Postage Madison	\$ 1.00
Owner Reg Fee for Regular usage, 12 months (12/1/2019-11/30/2020)	\$ 0.00
Std County Lg Renewal Non Personalized Plate for period 12/1/2019-11/30/2020	\$ 0.00
State Parks	\$ 9.00
Renewal Amount Due	\$ 10.27

Organ Donor, Brain Injury Awareness, and Shared-Use Path Project

To make a donation of \$1.00 or more to organ donor and traumatic brain injury education and support programs, please enter the amount you wish to donate below.

Organ Donor

\$

Traumatic Brain Injury

\$

To make a donation of \$5.00 to the Shared-Use Path Project please click the box below:

Yes, I would like to make a donation of \$5.00 to the Shared-Use Path Project.

State Park Fee

If you do not intend to use this vehicle to visit Montana State Parks and/or Fishing Access Sites, you may opt out of paying \$9.00 for State Parks by checking the box below. See MCA 61-3-321(9).

Yes, I opt out of paying \$9.00 for State Parks.

Continue

Back

Home

Fig. 13

How to Upload Documents

The service displays the Documents Upload page.

1. To see a list of the required documents, select dojmt.gov/required-documents (Fig. 14).
2. Drag and drop the first document from your computer into the upload window.
OR
3. To browse to the document location, click anywhere in the window.
4. If you are required to upload more than one document, repeat Steps 2 or 3.
5. To proceed, click **Continue** (Fig. 15).
6. To complete the registration renewal, please refer to [Page 16](#) for instructions.

NOTE: You can upload only .pdf, .jpg, .jpeg, .tif or .tiff file types.

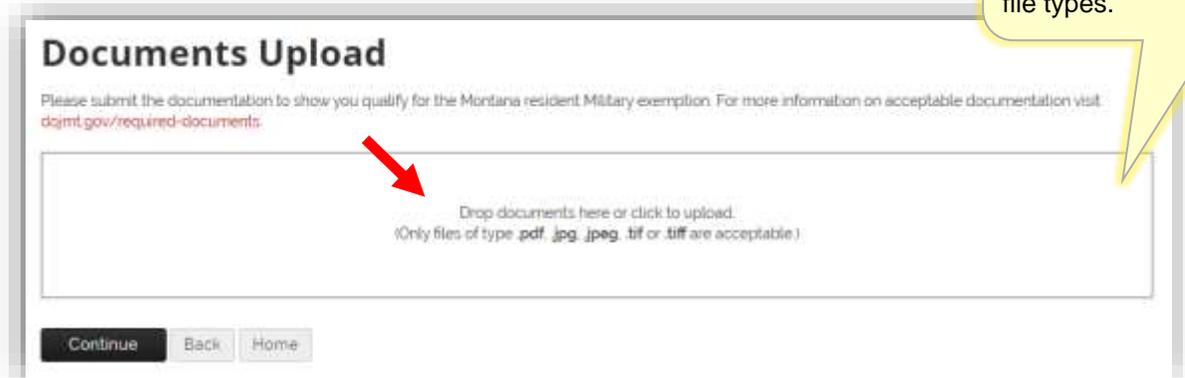


Fig. 14

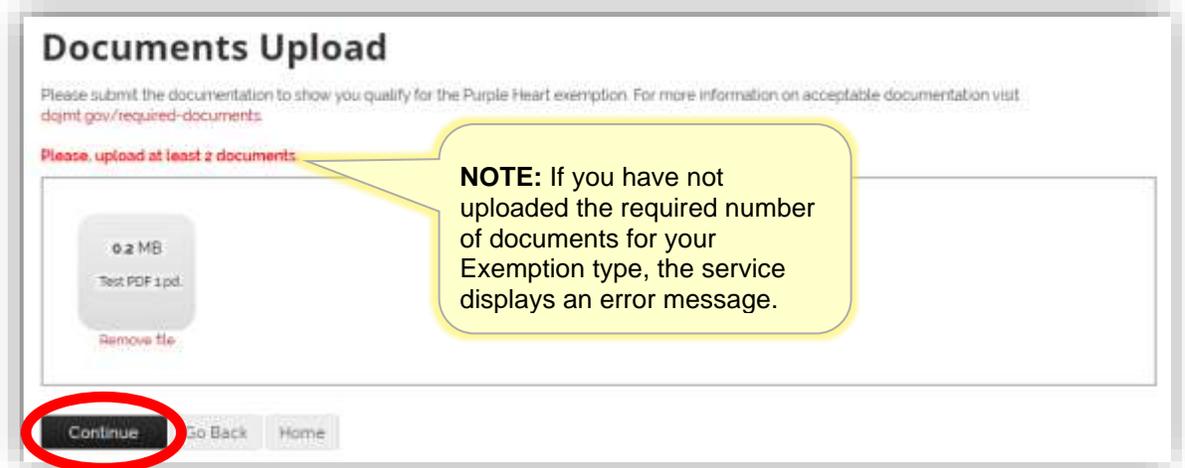


Fig. 15

Review Transaction

Renewal List

1. The **Renewal List** page displays (Fig. 16):
 - Information about each vehicle and the renewal amount for each registration in the transaction.
 - To see the itemized costs, select **Show details** in red text underneath each vehicle description.
 - To remove one or more vehicle registrations from the transaction, click **Remove**.
 - The amount due to renew all of the registration(s) on the list.
2. To pay for the vehicle registration renewal, click **Continue**.
3. If you need to renew the registration for more than one vehicle, click **Add another Vehicle**.
4. To return to the Vehicle Information page, click **Back**.
5. To return to the online VRR service Home page, click **Home**.

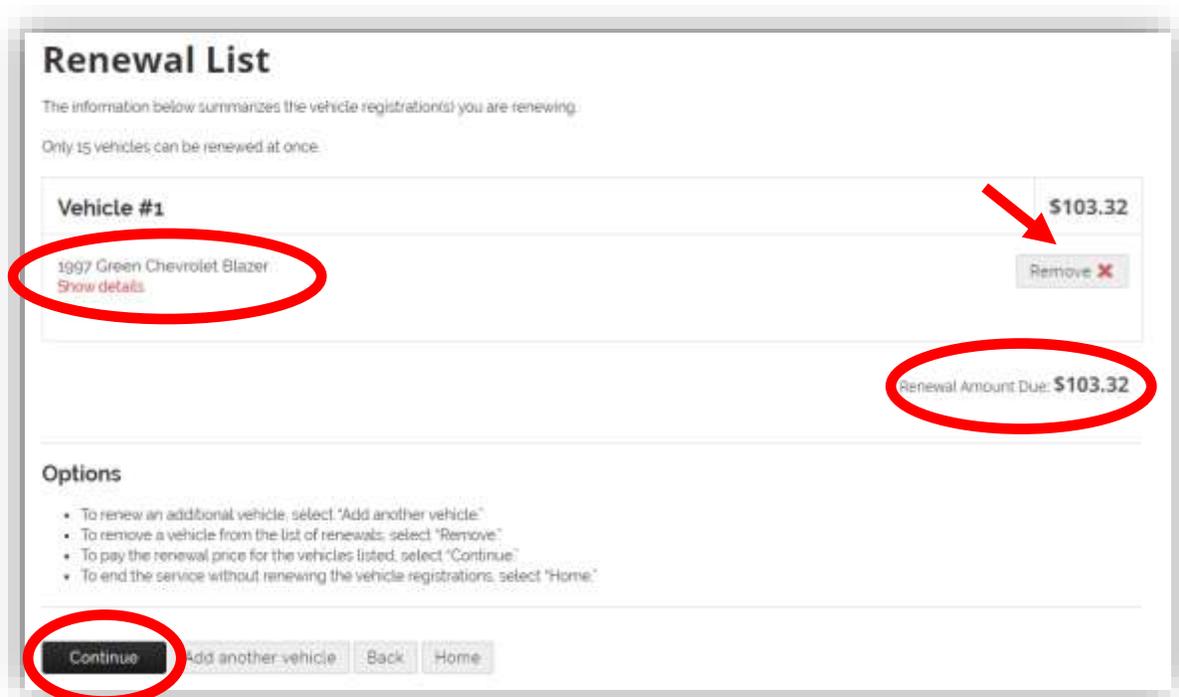


Fig. 16

HOW TO PAY

Registration renewal fees are based on the type and age of the vehicle and are explained in detail at <https://dojmt.gov/driving/vehicle-title-and-registration/#generalregistrationinfo>.

You can pay for renewal of vehicle registrations online with a credit/debit card or an electronic check.

Use Credit/Debit Card

Choose Payment Type

1. Review the Transaction Detail and Transaction Summary sections on the Payment Type page (Fig. 17).
2. Select **Credit Card** in the **Payment Type** drop-down menu.
3. To proceed, click **Next**.
4. To return to the Renewal List page, click **Cancel**.

NOTE: To read instructions about paying with an electronic check:

[CLICK HERE](#)

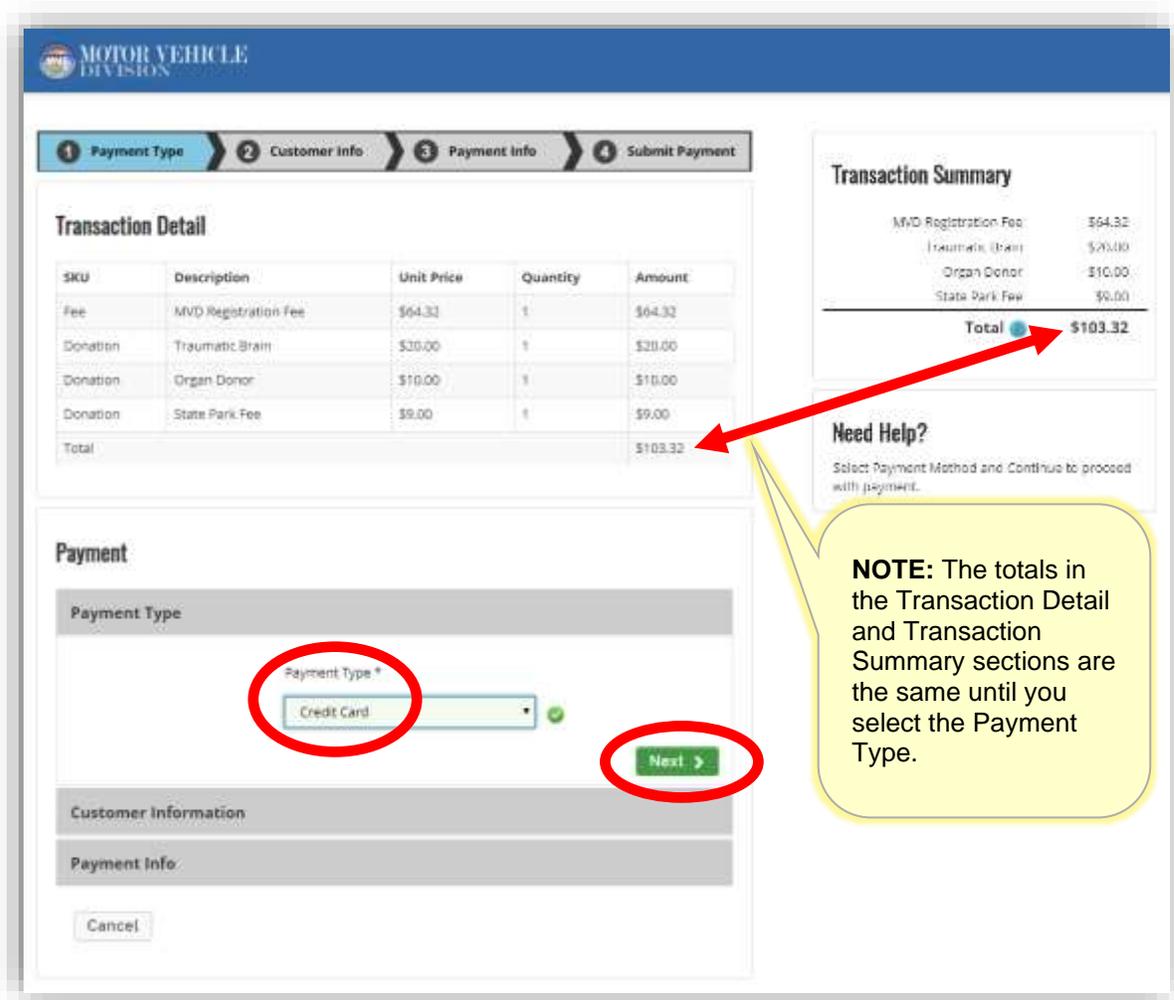


Fig. 17

5. The Transaction Summary **Total** updates to include transaction and processing fees (Fig. 18).
 - Hover your cursor over the information icon, , next to **Total**, to read a message that states: “This online service is provided by a third party working in partnership with the state of Montana. The service fee includes electronic payment processing fees and funds to develop, maintain, and enhance this service offering.”

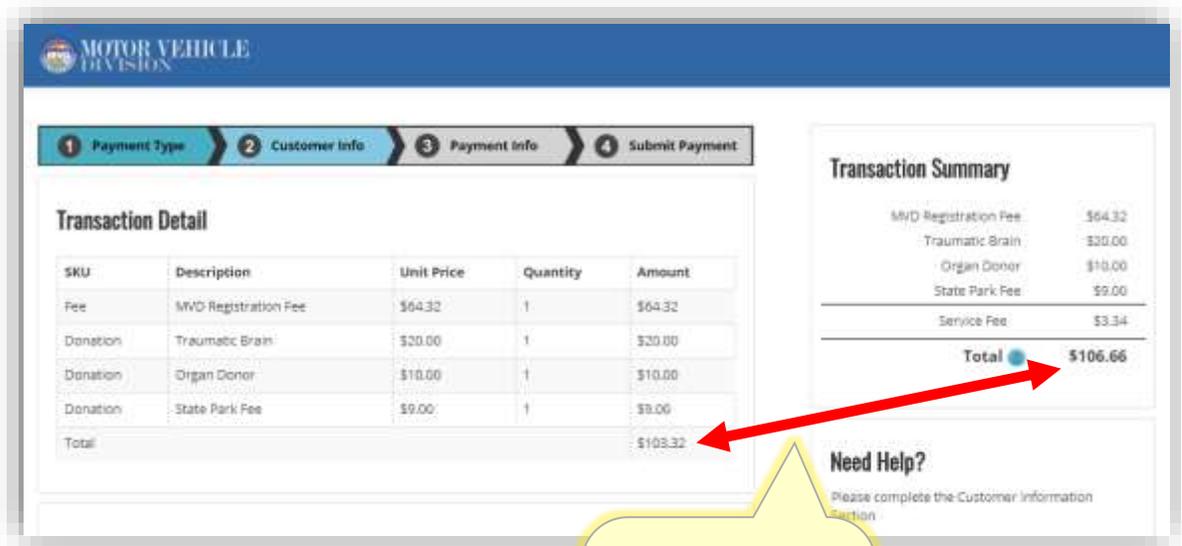
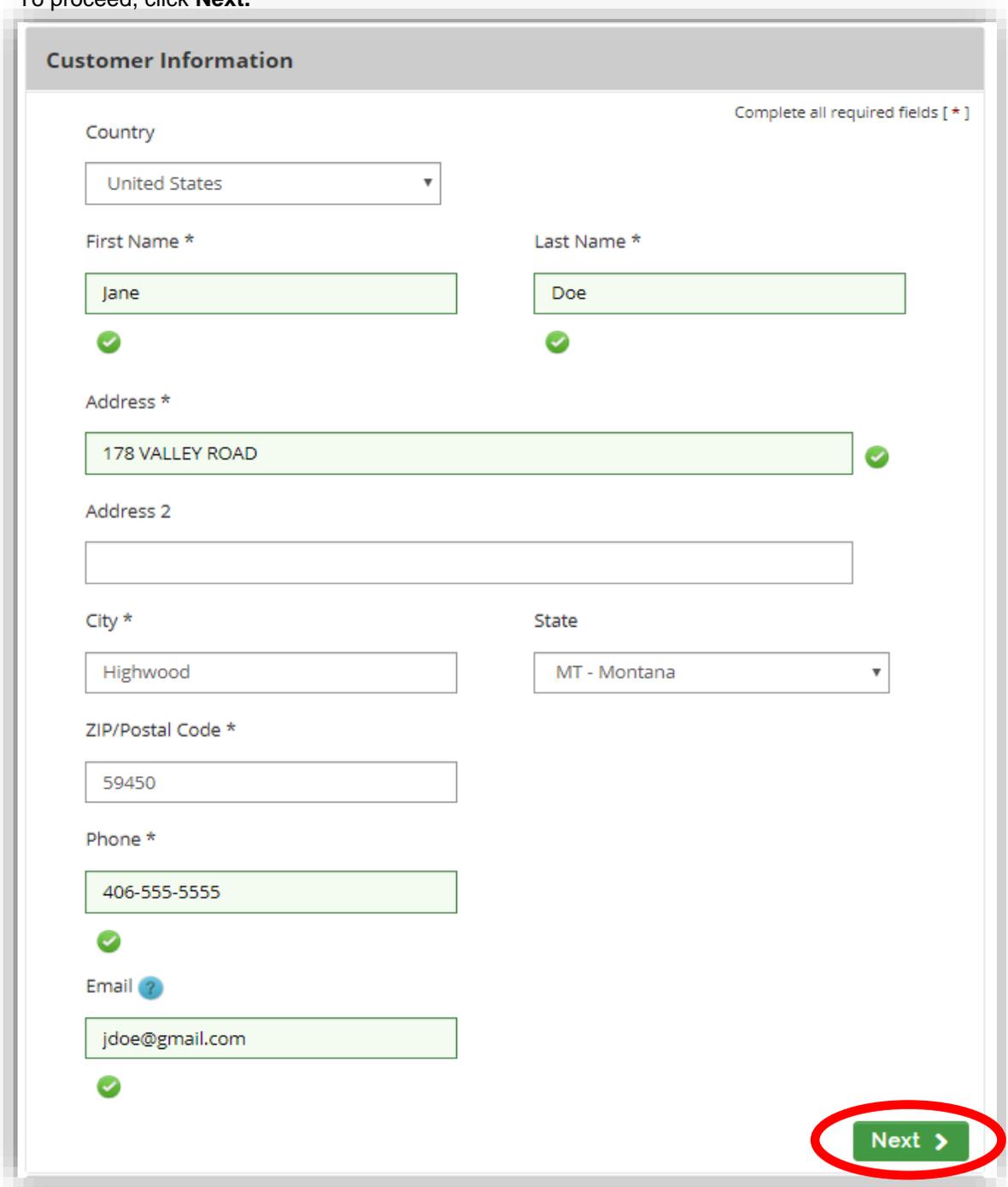


Fig. 18

Enter Customer Information

1. Enter the **Customer Information**. Required text boxes are marked with an asterisk (*) (Fig. 19).
 - Your name populates from prior online VRR service pages.
2. Green checkmarks, , appear to the right of each text box as required fields are filled in.
3. To receive a receipt via email, enter your email address in the text box.
 - Hover your cursor over the information icon, , above the email text box to read a message that states: "Your email address will only be used to send an email version of the transaction receipt."
4. To proceed, click **Next**.



Customer Information Complete all required fields [*]

Country
United States

First Name * Jane 

Last Name * Doe 

Address * 178 VALLEY ROAD 

Address 2

City * Highwood State MT - Montana

ZIP/Postal Code * 59450

Phone * 406-555-5555 

Email  jdoe@gmail.com 

Next >

Fig. 19

Verify Customer Information

1. Verify your contact information on this page.
2. To change any information in the Customer Information section, click **Edit** (Fig. 20).

Payment

Payment Type ✓

Credit Card

Customer Information ✓

Address
Jane Doe
178 VALLEY ROAD
Highwood, MT 59450

Phone
406-555-5555

Country
United States

Email Address
jdoe@gmail.com

[Edit](#)

Fig. 20

Enter Payment Information

1. Enter your credit/debit card information (Fig. 21). Do not include hyphens or spaces in the card number.
2. To proceed, click **Next**.
3. To return to the Renewal List page, click **Cancel**.

The screenshot shows a 'Payment Info' form with the following fields and values:

- Credit Card Number ***: 4005562231212149 (with a green checkmark)
- Expiration Month ***: 12 - December (with a green checkmark)
- Expiration Year ***: 2021 (with a green checkmark)
- Name on Credit Card ***: Jane Doe (with a green checkmark)
- Credit Card Type**: A selection of four options: MasterCard, VISA, DISCOVER, and AMERICAN EXPRESS. The VISA option is selected.

A yellow callout box points to the credit card type selection with the text: **NOTE:** The online VRR service accepts MasterCard, Visa, Discover, and American Express cards.

A red circle highlights the **Next >** button at the bottom right of the form.

Fig. 21

The screenshot shows the same 'Payment Info' form, but with an error message:

- Credit Card Number ***: 400556223121219 (with a red border and a red error message: "Invalid Credit Card Number.")
- Expiration Month ***: 12 - December (with a green checkmark)
- Expiration Year ***: 2021 (with a green checkmark)
- Credit Card Type**: Same selection as in Fig. 21.

A yellow callout box points to the error message with the text: **NOTE:** If the credit/ debit card number is entered incorrectly, you will see an error message in red text.

Fig. 22

Verify the Customer Information and Payment Info

1. Verify the information in the Customer Information and the Payment Info sections. To change any information, click **Edit** (Fig. 23).
2. To return to the Renewal List page, click **Cancel**.
3. To proceed, click **Submit Payment**.
4. The online VRR service displays a message while the payment is being processed (Fig. 24).

The screenshot shows a 'Payment' form with three main sections, each with a green checkmark in the top right corner and a blue 'Edit' button circled in red:

- Payment Type:** Credit Card
- Customer Information:**
 - Address:** Jane Doe, 178 VALLEY ROAD, Highwood, MT 59450
 - Phone:** 406-555-5555
 - Country:** United States
 - Email Address:** jdoe@gmail.com
- Payment Info:**
 - Credit Card:** Visa ****2149, Exp. 12/2021
 - Name on Credit Card:** Jane Doe

At the bottom of the form are two buttons: a grey 'Cancel' button and a green 'Submit Payment' button, both circled in red.

Fig. 23

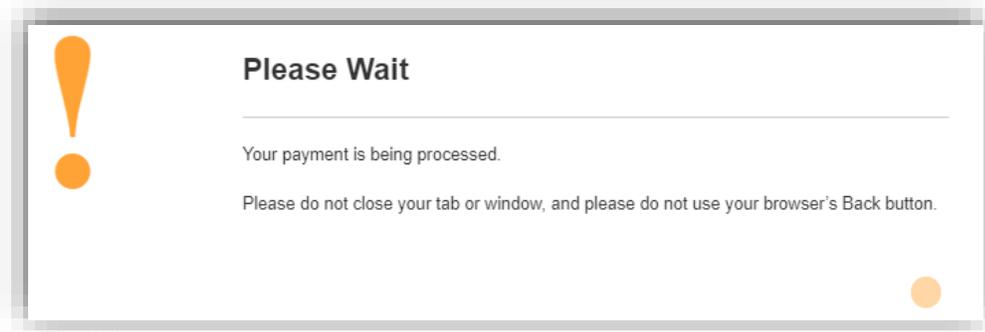


Fig. 24

Confirmation/Receipt

Once the payment has been processed, the service displays a Receipt page (Fig. 25). If you entered an email address in the Customer Information section (Fig. 19, pg. 19) you will receive a receipt via email.

You have successfully renewed your vehicle registration(s). Your county treasurer’s office will mail your tabs to you.

The Receipt page lists the:

- **Transaction ID:** A unique ID associated with the transaction.
- **Transaction Date:** The date and time when the renewal was submitted.
- **Transaction Total:** The total amount billed to the cardholder’s credit/debit card.
- **Payee Name:** The cardholder’s name.
- An itemized list of information about each vehicle for which a registration is renewed.
- The total renewal amount paid for each vehicle.

1. To return to the online VRR Home page, click **Home**.
2. To print a receipt, click **Print**.

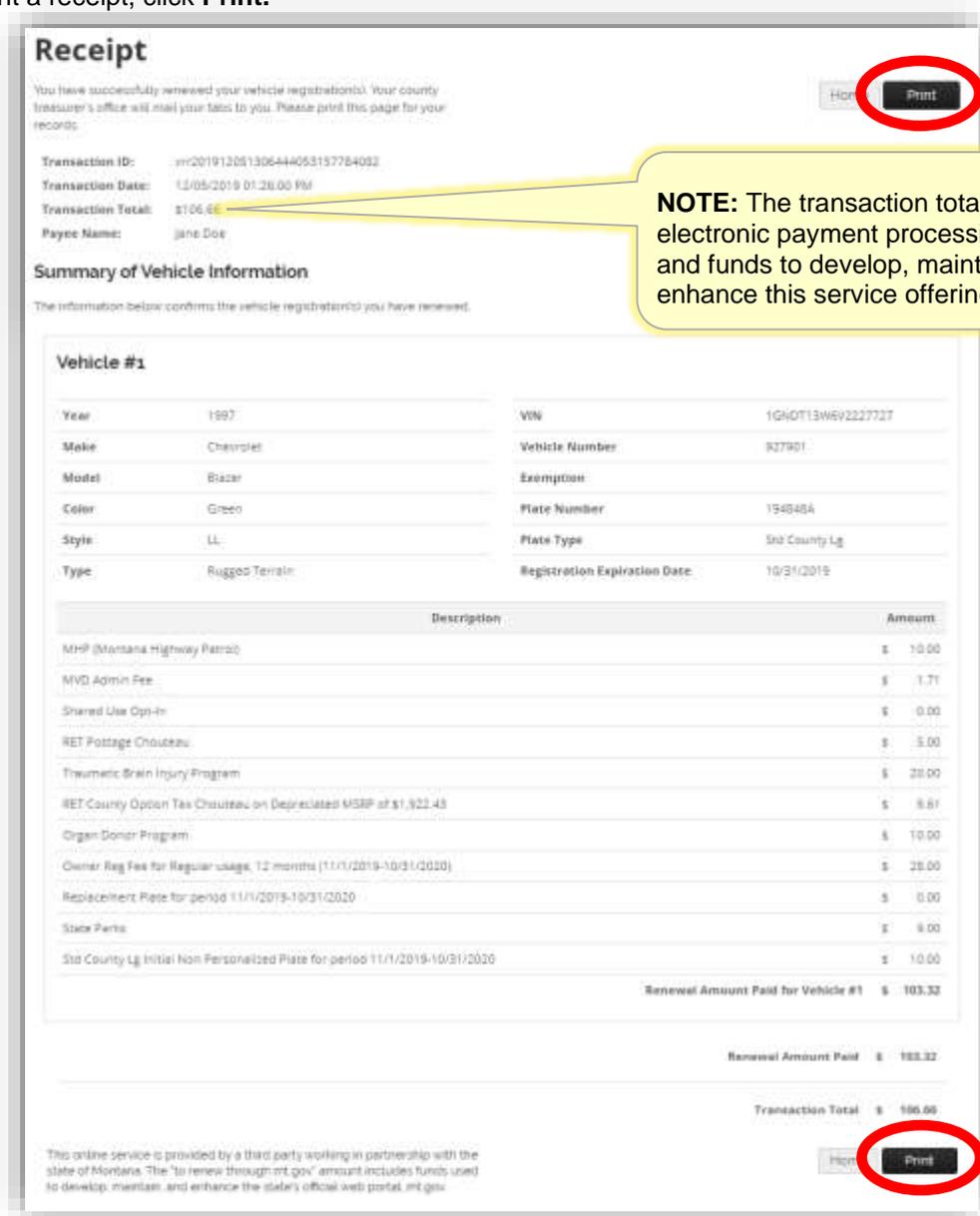


Fig. 25

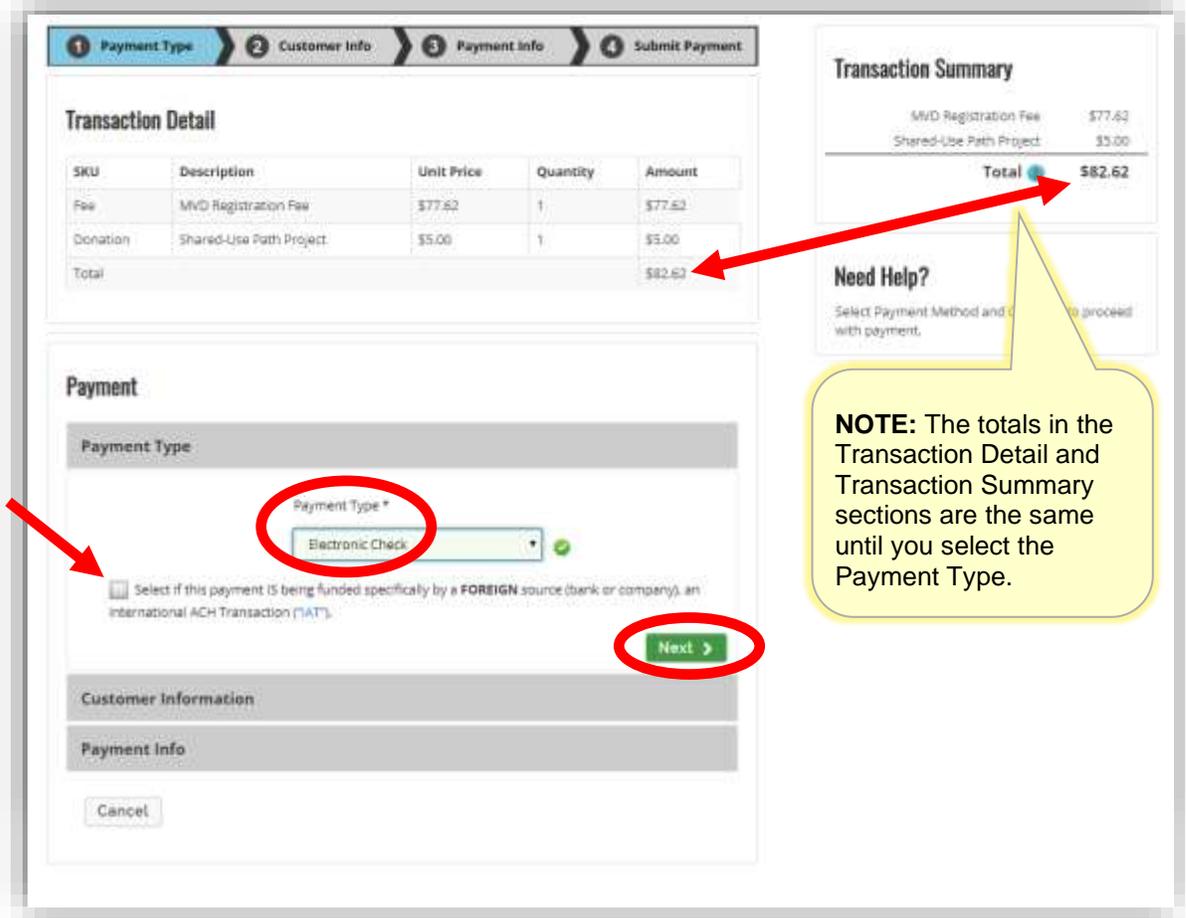
Use an Electronic Check

Choose Payment Type

1. Review the Transaction Detail and Transaction Summary sections on the Payment Type page (Fig. 26).
2. Select **Electronic Check** in the **Payment Type** drop-down menu.
3. If you are paying for the transaction with a **FOREIGN** account, an International ACH Transaction ("IAT"), check the box.
 - To read more about international ACH transactions, select IAT. A pop-up window displays information about NACHA compliance (Fig. 27, pg. 25).

NOTE: To read instructions about paying with a credit/debit card:

[CLICK HERE](#)



NOTE: The totals in the Transaction Detail and Transaction Summary sections are the same until you select the Payment Type.

Fig. 26

4. Close the **What is IAT?** box with the X in the upper right corner (Fig. 27).
5. To proceed, click **Next** (Fig. 26, pg. 24).

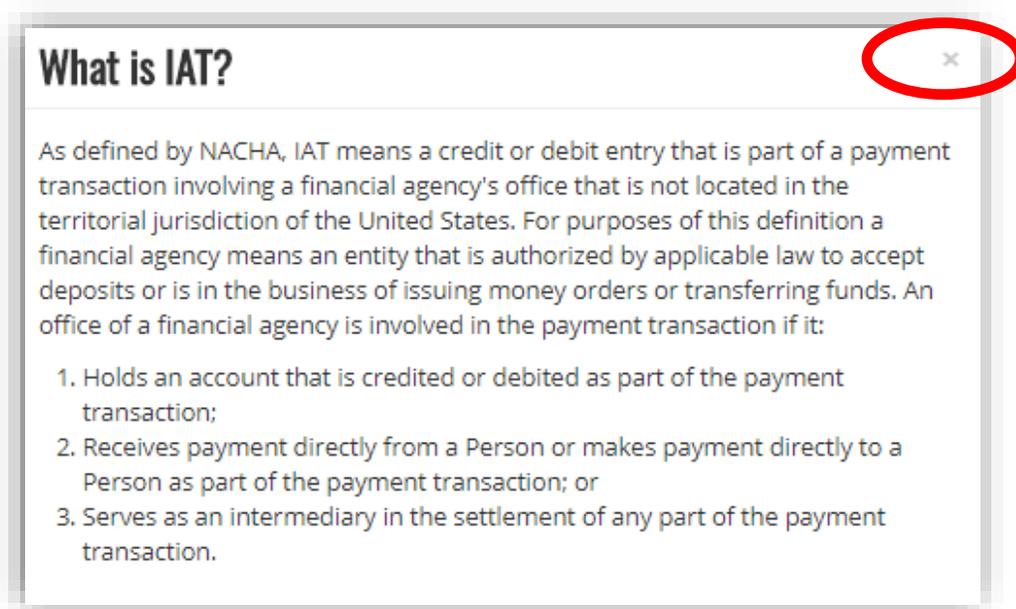


Fig. 27

6. The Transaction Summary **Total** updates to include transaction and processing fees (Fig. 28).
 - Hover your cursor over the information icon,  , next to **Total**, to read a message that states: “This online service is provided by a third party working in partnership with the state of Montana. The service fee includes electronic payment processing fees and funds to develop, maintain, and enhance this service offering.”

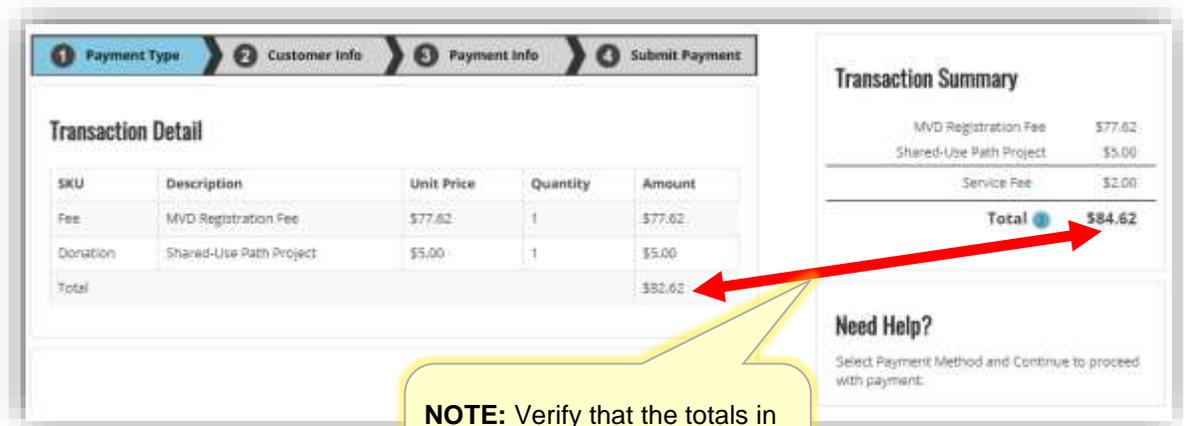
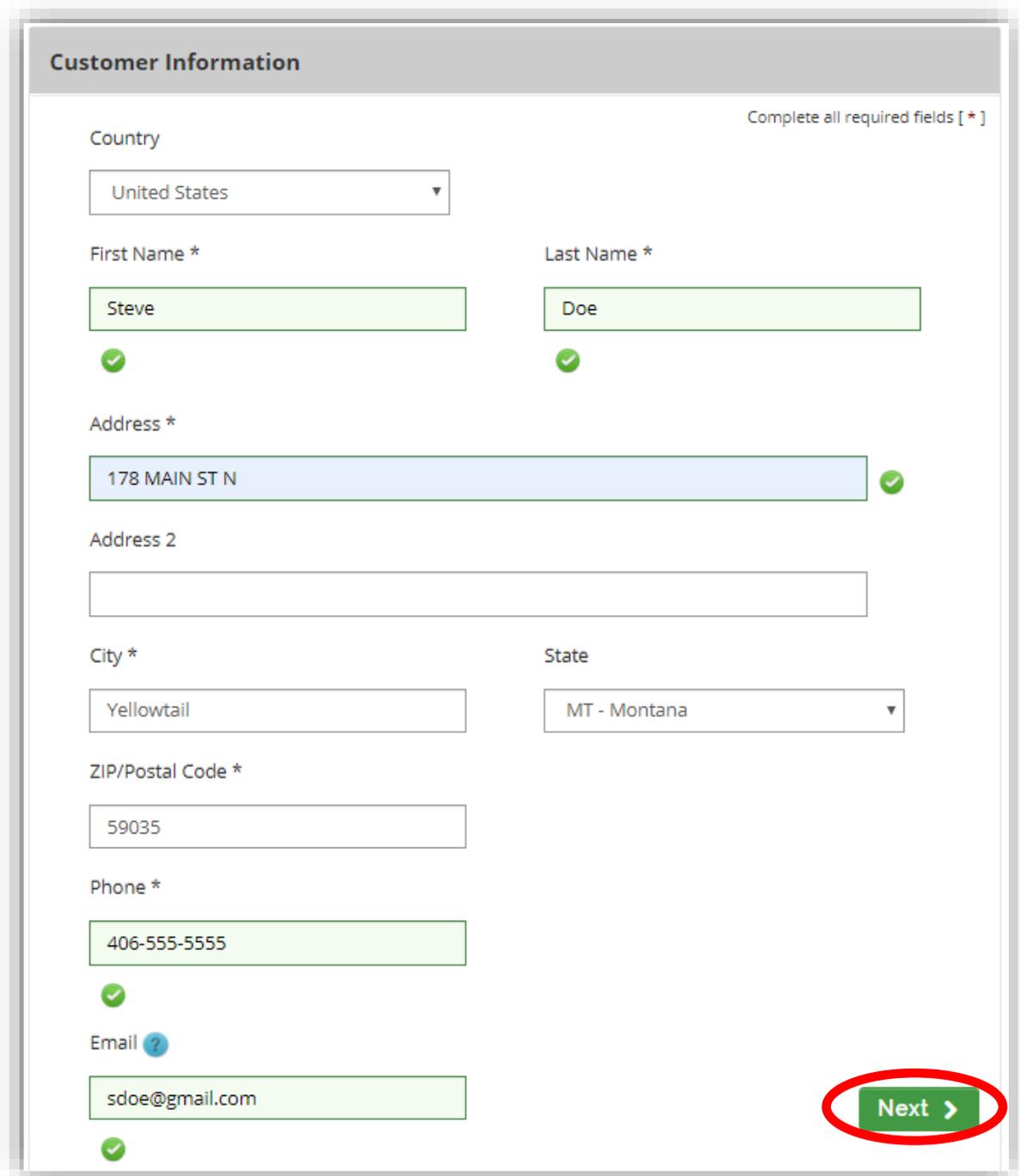


Fig. 28

NOTE: Verify that the totals in the Transaction Detail and Transaction Summary sections are updated.

Enter Customer Information

1. Enter the **Customer Information**. Required text boxes are marked with an asterisk (*) (Fig. 29).
 - Your name populates from prior online VRR service pages.
2. Green checkmarks, , appear to the right of each text box as required fields are filled in.
3. To receive a receipt via email, enter your email address in the text box.
 - Hover your cursor over the information icon, , above the email text box to read a message that states: Your email address will be used only to send an email version of the transaction receipt.
4. To proceed, click **Next**.



Customer Information Complete all required fields [*]

Country
United States

First Name * 

Last Name * 

Address * 

Address 2

City * State

ZIP/Postal Code *

Phone * 

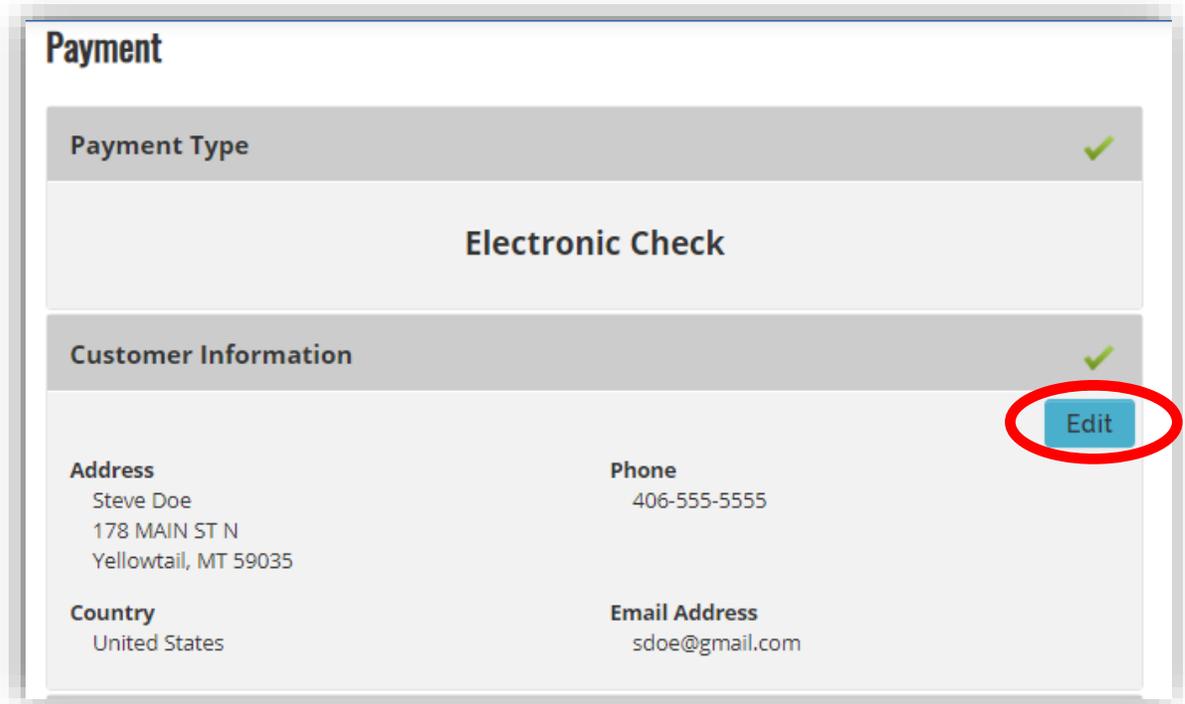
Email  

Next >

Fig. 29

Verify Customer Information

1. Verify your contact information on this page.
2. To change any information in the Customer Information section, click **Edit** (Fig. 30).



Payment

Payment Type ✓

Electronic Check

Customer Information ✓

Address
Steve Doe
178 MAIN ST N
Yellowtail, MT 59035

Phone
406-555-5555

Country
United States

Email Address
sdoe@gmail.com

Edit

Fig. 30

Enter Payment Information

1. Enter your bank account information (Figs. 31-33).
 - a. Enter the name on the account (Fig. 31).
 - b. If the account is a business account, select **This is a business account**.
 - c. Enter the bank routing number. Do not include hyphens or spaces in the number. If the routing number is not a valid bank routing number, the service displays a message in red text (Fig. 32).
 - d. Enter the account number (Fig. 31). Do not include hyphens or spaces in the number.
 - e. Re-enter the account number. If the account numbers do not match, the service displays a message in red text (Fig. 33).
 - f. Select **Checking** or **Savings** (Fig. 31).
2. To proceed, click **Next**.
3. To return to the Renewal List page, click **Cancel**.

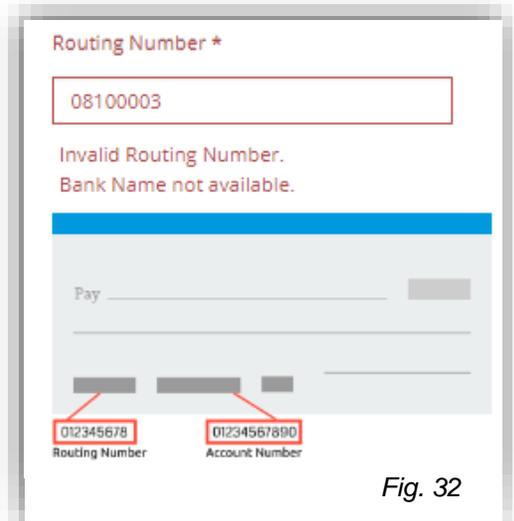


Fig. 32

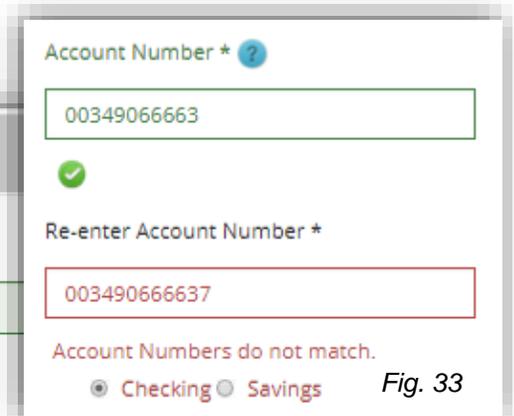


Fig. 33

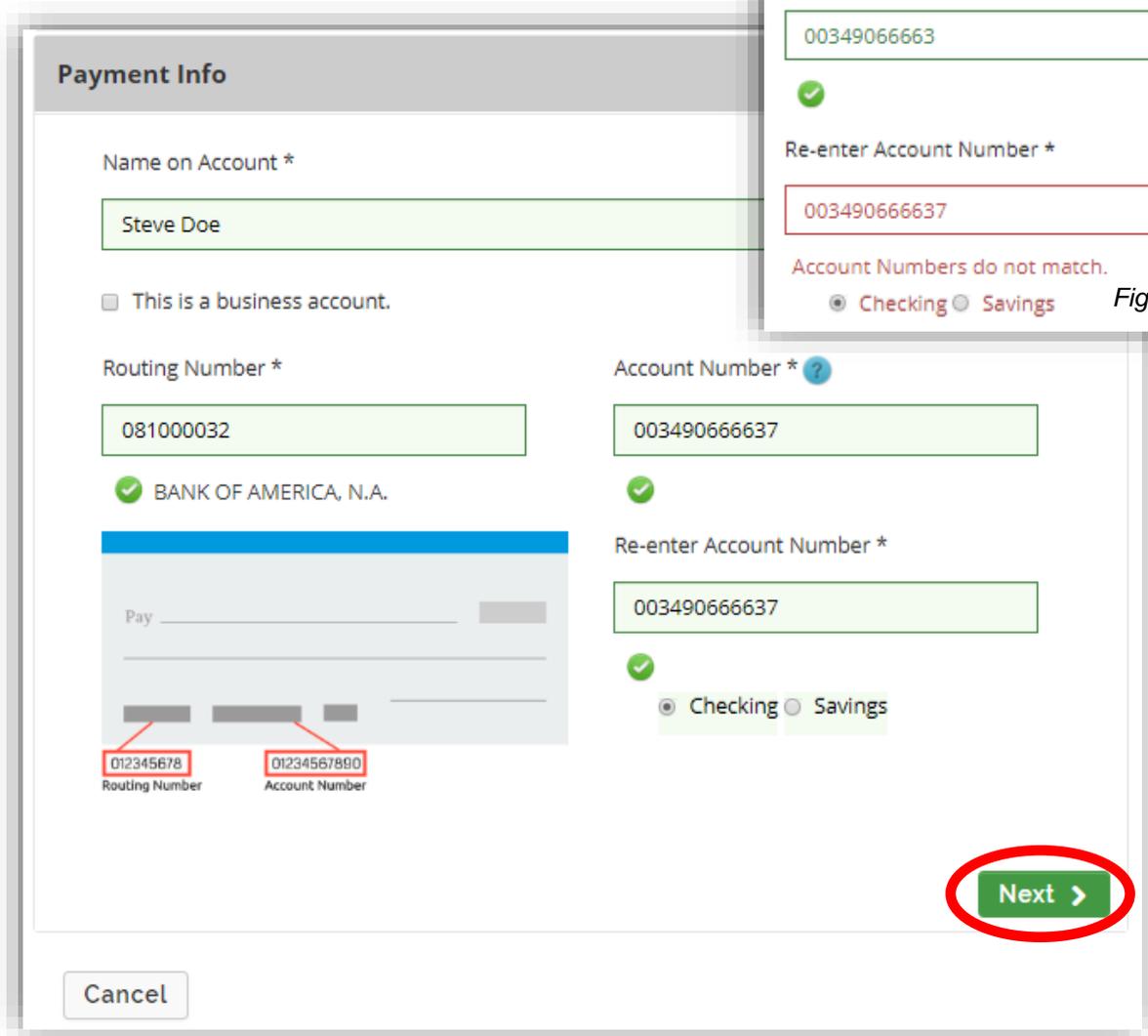


Fig. 31

Verify the Customer Information and Payment Info

1. Review the information in the Customer Information and the Payment Info sections. To change any information, click **Edit** (Fig. 34).
2. Read the Terms and Conditions. To proceed, you must scroll to the bottom of the Terms and Conditions and select **Yes, I authorize this transaction**.
3. To return to the Renewal List page, click **Cancel**.
4. To proceed, click **Submit Payment**.

The screenshot shows a payment verification form with the following sections and elements:

- Payment Type:** Electronic Check (status: verified with green checkmark).
- Customer Information:**
 - Address: Steve Doe, 178 MAIN ST N, Yellowtail, MT 59035
 - Phone: 406-555-5555
 - Country: United States
 - Email Address: sdoe@gmail.com
 - An **Edit** button is circled in red.
- Payment Info:**
 - Electronic Check: ****6637
 - Name on Account: Steve Doe
 - An **Edit** button is circled in red.
- Terms and Conditions:**
 - Text: "6. For inquiries relating to this electronic debit authorization, including revocation of this authorization, I may contact MT.gov at 406-449-3468. 7. I understand the Originating ID for this transaction is '1234567890'. Please make sure your banking institution has released any debit blocks (if applicable) for this ID to ensure successful payment. 8. I (we) agree that ACH transactions I (we) authorized comply with all applicable NACHA Rules and all applicable US law and the laws governing MT.gov's state."
 - Link: [Open a new window to print](#)
 - Checkbox: **Yes, I authorize this transaction.** (A red arrow points to this checkbox).
- Buttons:**
 - Cancel** button.
 - Submit Payment** button (circled in red).

Fig. 34

5. The online VRR service displays a message while the payment is being processed (*Fig. 35*).

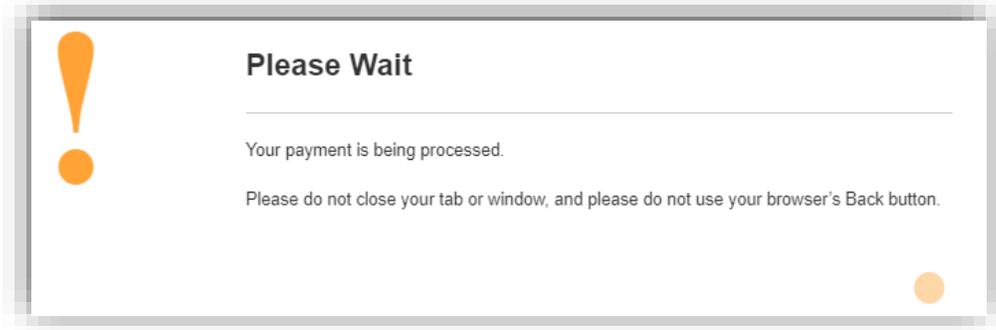


Fig. 35

Confirmation/Receipt

Once the payment has been processed, the service displays a Receipt page (Fig. 36). If you entered an email address on the Customer Information page (Fig. 19, pg. 19) you will receive a receipt via email.

You have successfully renewed your vehicle registration(s). Your county treasurer's office mails your tabs to you.

The Receipt page lists the:

- **Transaction ID:** A unique ID associated with the transaction.
- **Transaction Date:** The date and time when the renewal was submitted.
- **Transaction Total:** The total amount debited from the user's checking or savings account.
- **Payee Name:** The checking or savings account holder's name.
- An itemized list of information about each vehicle for which a registration is renewed.
- The total renewal amount paid for each vehicle.

1. To return to the online VRR Home page, click **Home**.
2. To print a receipt, click **Print**.

Receipt

You have successfully renewed your vehicle registration(s). Your county treasurer's office will mail your tabs to you. Please print this page for your records.

Transaction ID: vrr20191205160851361E160478002
 Transaction Date: 12/05/2019 04:10:00 PM
 Transaction Total: \$84.62
 Payee Name: Steve Dot

Summary of Vehicle Information

The information below confirms the vehicle registration(s) you have renewed.

Vehicle #1

Year	1995	VIN	1GCGK20R8TE16E8325
Make	Chevrolet	Vehicle Number	BJ0700
Model	C15	Exemption	
Color	Tan	Plate Number	B7361
Style	PK	Plate Type	Navy Veteran
Type	Truck	Registration Expiration Date	10/31/2020

Description	Amount
Navy Veteran Initial Non Personalized Plate for period 11/1/2019-10/31/2020	\$ 10.00
Military Affairs Cemetery Fee for period 11/1/2019-10/31/2020	\$ 10.00
Shared Use Opt-in	\$ 5.00
RET Passage Big Horn	\$ 5.00
G/W Tax on Declared Weight of 1,500 lbs from 11/1/2019 to 10/31/2020	\$ 12.50
Owner Reg Fee for Regular usage, 12 months (11/1/2019-10/31/2020)	\$ 28.00
State Parks	\$ 0.00
MHP (Montana Highway Patrol)	\$ 10.00
MWD Admin Fee	\$ 2.12
Traumatic Brain Injury Program	\$ 0.00
Organ Donor Program	\$ 0.00
Replacement Plate for period 11/1/2019-10/31/2020	\$ 0.00
RET County Option Tax Big Horn on Depreciated MSRP of \$1,302.19	\$ 0.00
Renewal Amount Paid for Vehicle #1	\$ 82.62
Renewal Amount Paid	\$ 82.62
Transaction Total	\$ 84.62

This online service is provided by a third party working in partnership with the state of Montana. The "to renew through mt.gov" amount includes funds used to develop, maintain, and enhance the state's official web portal mt.gov.

Fig. 36

HOW TO REPRINT A RECEIPT

You can reprint a receipt for a vehicle registration that has been renewed through the online VRR service for 18 months after you have completed the transaction.

To reprint a receipt:

1. Visit the Home page of the online VRR service at <https://app.mt.gov/vrr>.
2. Click **Print Your Receipt** (Fig. 37).

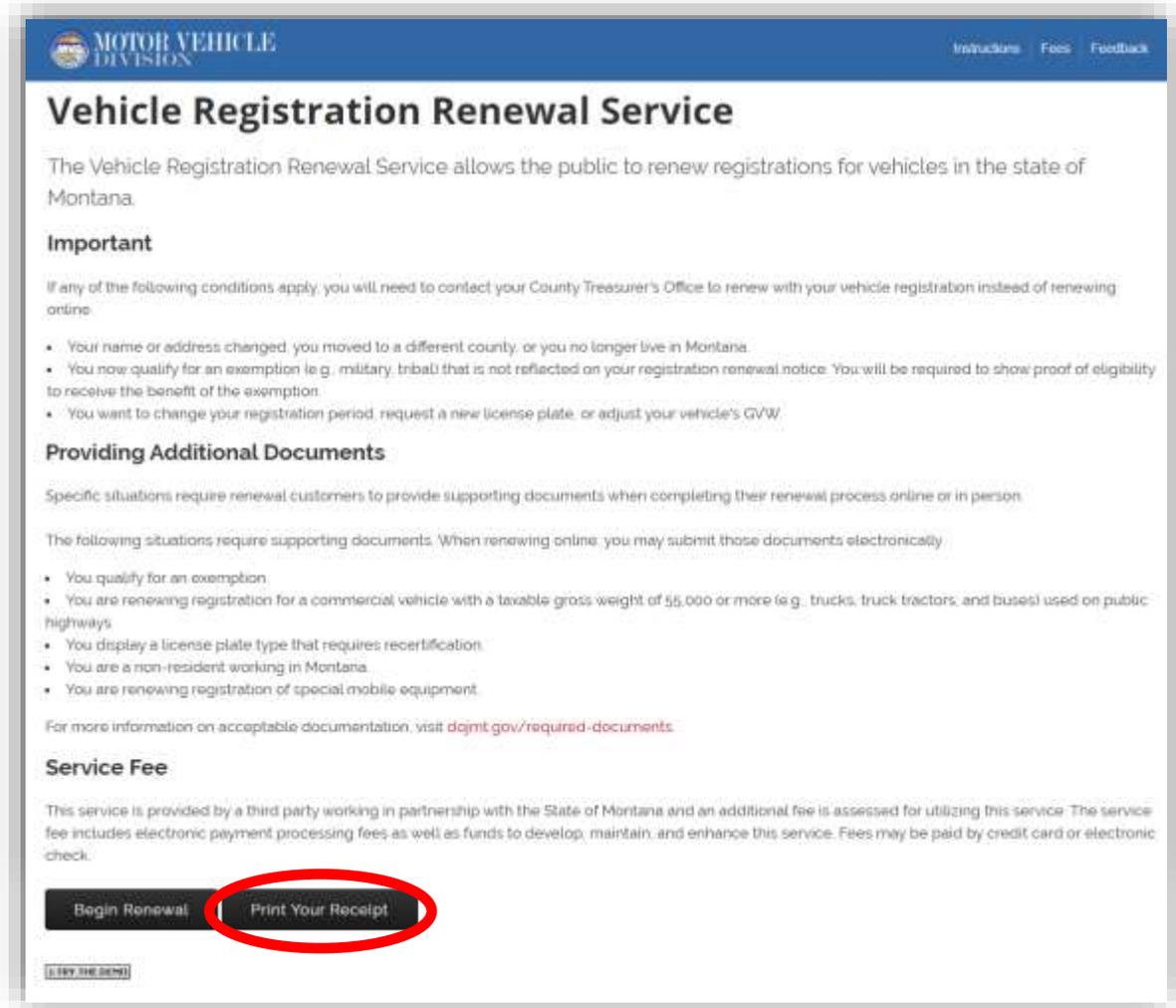


Fig. 37

Search for the Receipt

Vehicle Criteria

The service displays the Vehicle Criteria page, on which you have two ways to identify the vehicle registration renewal receipt that you would like to print (Fig. 38).

1. Enter one of the following:
 - **Vehicle Number**
 - **Vehicle Identification Number (VIN)**
2. To proceed, click **Continue**.
3. If the vehicle's registration renewal was not completed through the online VRR service within the past year, the service displays a message stating that vehicle cannot be found (Fig. 39).
4. To return to the online VRR service Home page, click **Home**.

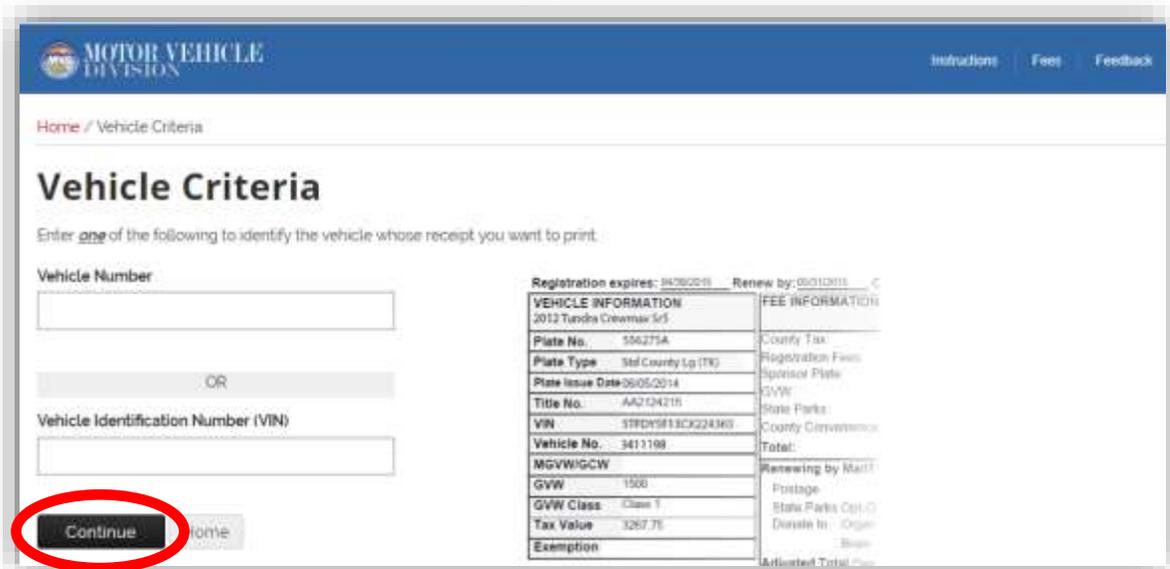


Fig. 38

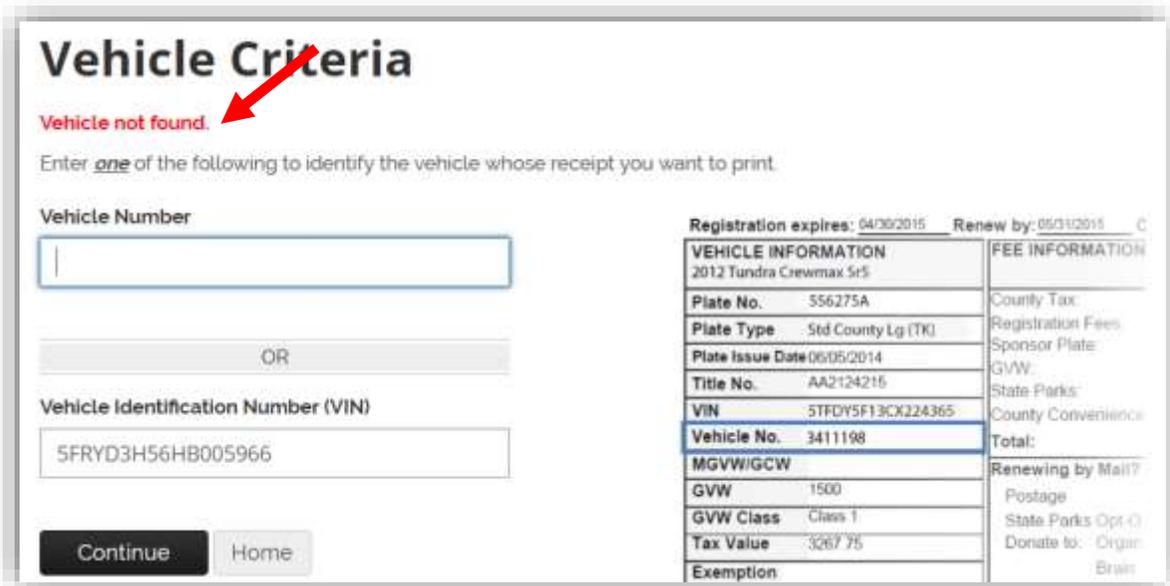


Fig. 39

Owner Information

If the vehicle’s registration was renewed through the online VRR service within the past year, the service displays the Name and Address page (Fig. 40).

1. Enter the:
 - **First, middle** (optional) and **last name** of the primary owner as it displayed on the current vehicle registration.
 - OR
 - **Business/organization** name as it displayed on the current vehicle registration.
 - AND
 - Current **city, state,** and **ZIP code** of your physical address.
2. To proceed, click **Continue**.
3. If the name and/or address do not match the vehicle’s registration information, the service displays a message and you will not be able to continue (Fig. 41).
4. To return to the online VRR service Home page, click **Home**.

Fig. 40

Fig. 41

Print the Receipt

1. To print or reprint the desired receipt, click **Print** on the Receipt page (Fig. 42).
2. To return to the online VRR service Home page, click **Home**.

Receipt

You have successfully renewed your vehicle registration(s). Your county treasurer's office will mail your tabs to you. Please print this page for your records.

Transaction ID: sm201912051608513616160478002
 Transaction Date: 12/05/2019 04:10:00 PM
 Transaction Total: \$84.62
 Payee Name: Steve Doe

Summary of Vehicle Information

The information below confirms the vehicle registration(s) you have renewed.

Vehicle #1

Year	1996	VIN	1GCGK20R87E168335
Make	Chevrolet	Vehicle Number	830700
Model	C25	Exemption	
Color	Tan	Plate Number	B7361
Style	PK	Plate Type	Navy Veteran
Type	Truck	Registration Expiration Date	10/31/2019

Description	Amount
Navy Veteran Initial Non Personalized Plate for period 11/1/2019-10/31/2020	\$ 10.00
Military Affairs Cemetery Fee for period 11/1/2019-10/31/2020	\$ 10.00
Shared Use Opt-in	\$ 5.00
NET Postage Big Horn	\$ 5.00
GWT Tax on Declared Weight of 1,500 lbs from 11/1/2019 to 10/31/2020	\$ 12.50
Owner Reg Fee for Regular usage, 12 months (11/1/2019-10/31/2020)	\$ 28.00
State Parks	\$ 0.00
MHP (Montana Highway Patrol)	\$ 10.00
MVD Admin Fee	\$ 2.12
Traumatic Brain Injury Program	\$ 0.00
Organ Donor Program	\$ 0.00
Replacement Plate for period 11/1/2019-10/31/2020	\$ 0.00
NET County Option Tax Big Horn on Depreciated MSRP of \$1,302.19	\$ 0.00
Renewal Amount Paid for Vehicle #1	\$ 82.62
Renewal Amount Paid	\$ 82.62
Transaction Total	\$ 84.62

This online service is provided by a third party working in partnership with the state of Montana. The "to renew through mt.gov" amount includes funds used to develop, maintain, and enhance the state's official web portal, mt.gov.

Fig. 42

HOW TO REQUEST A REFUND

1. To request a refund, complete Form 40-2300, available online at <https://dojmt.gov/driving/vehicle-title-registration-forms/#other>.
2. Mail or fax the completed form to the address/Fax number on the form.
3. If your refund is approved, the MVD refunds the full amount that you paid, including the additional charges used to develop, maintain, and enhance the state's official web portal, mt.gov.
4. The refund appears as a credit in your credit/debit card or checking or savings account.
5. Depending upon the situation, the MVD may cancel your vehicle registration.

GLOSSARY

- Browser** – Browsers are Desktop, laptop or mobile device software programs used for searching and viewing various kinds of Internet resources such as information on the MVD website.
- DOJ** – The State of Montana Department of Justice (DOJ) is Montana’s top law enforcement and legal agency. DOJ maintains public safety, prosecutes criminals, represents the State of Montana in court, registers vehicles, licenses drivers and more.
- End user (user)** – A user is someone who accesses the online VRR service.
- Icon** – A small picture that represents an object or program.
- JITSD** – The Department of Justice Information Technology Services Division provides shared IT services to support the needs of the department.
- MERLIN** – Montana Enhanced Registration and Licensing Information Network is an integrated system that ties all motor vehicle and driver licensing services to common customer accounts.
- MVD** – The DOJ Motor Vehicle Division (MVD) serves and protects Montana citizens by ensuring authentication for credentials, licenses, vehicles titled and accountability of official records. The MVD is comprised of three bureaus: The Driver License Bureau, Operations and Customer Support Bureau, and Vehicle Services Bureau.
- SITSD** – The Montana State Information Technology Services Division (SITSD) provides shared IT services to support the needs of the State and citizens of Montana.
- Title number** – A title number, assigned by the MVD, is found on a Montana motorized vehicle title.
- URL** – A Uniform Resource Locator (URL) is a protocol for specifying addresses on the Internet.
- Vehicle number** – A vehicle number, assigned by the MVD, is found on newer vehicle titles.
- VIN** – A car’s vehicle identification number is the identifying code for a specific automobile. The VIN serves as the car’s fingerprint, as no two vehicles in operation have the same VIN. A VIN is composed of 17 characters (digits and capital letters) that act as a unique identifier for the vehicle.
- VRR** – The online Vehicle Registration Renewal service allows Montana citizens to renew registrations for motorized vehicles in the State of Montana.

FAQS

Questions and Answers

- 1. Where do I find my Vehicle Number?** A vehicle number can be found on newer Montana car titles in the VEHICLE INFORMATION section of the paper title. It is a unique number assigned to the vehicle by the State of Montana when the buyer first obtains a car title.
- 2. I received a message stating the vehicle isn't eligible for a renewal. What do I do?** If the renewal requires additional paperwork or the service is unable to find and verify the vehicle information, you must complete registration at your local county treasurer's office.
- 3. What do I do if I receive a message stating my name and/or address do not match?** Verify and re-enter the correct name/address information. If you receive another message stating that the name and/or address still doesn't match, you must complete registration at your local county treasurer's office.
- 4. What do I do if I receive a message stating I don't have insurance?** You still can renew the vehicle registration online. [Montana Code Annotated 61-6-157](#) requires that the DOJ establish a motor vehicle insurance verification system capable of confirming that vehicle owners and operators on Montana roadways are in compliance with vehicle liability policy requirements. You can check your insurance status online at www.mtivs.com. If you need further assistance, please contact the MTIVS Help Desk at support@mtivs.com or 855-457-8768.
- 5. The vehicle information shown on the page doesn't seem to be my vehicle. What do I do?** Verify and re-enter the correct vehicle information. If you receive another message stating that the vehicle information doesn't match, you must complete registration at a county treasurer's office.
- 6. Do I need to donate?** No, you are not required to donate to the Organ Donor, Traumatic Brain Injury or Share-Use Path programs.
- 7. What do the donations support?** Montana law allows the MVD to solicit donations of \$1 or more to a) promote awareness and education efforts for procurement of organ and tissue donations in Montana to favorably impact anatomical gifts; and b) to promote education on, support for, and awareness of traumatic brain injury. State law also permits the MVD to establish a \$5 optional fee on motor vehicle registrations to help the Montana Department of Transportation manage the maintenance, repair and establishment of shared-use paths including the structures and processes necessary for bicycle and pedestrian safety education. A "shared-use path" means a multiuse path that is separated from motorized vehicular traffic by an open space, pavement markings, or a barrier within a highway right-of-way and that is usable for transportation purposes by pedestrians, runners, bicyclists, skaters, equestrians, and other nonmotorized users. As defined, a sidewalk is not a shared-use path.
- 8. Why would I want to pay the State Parks Fee?** Montana law requires state residents to pay a fee to visit state parks. The \$9 fee is automatically included in the amount due for all light vehicle registrations. If you do not intend to use the vehicle to visit any state parks and/or fishing access sites, you can opt out of paying the fee.
- 9. How many vehicles can I renew in one transaction?** You may renew the registration for up to 15 vehicles in one transaction.
- 10. What are my payment options?** You may pay for vehicle registration renewals with a MasterCard, Visa Discover or American Express credit/debit card or with an electronic check.
- 11. Why is the amount I need to pay more than the renewal amount?** The online VRR service is provided by a third party working in partnership with the state of Montana. The total amount includes electronic payment processing fees and funds used to develop, maintain, and enhance this service offering.

- 12. How do I know I successfully paid for my renewal?** The online VRR service displays a receipt page once your purchase is complete. You may print the receipt for verification.
- 13. When can I expect my renewal?** You will receive your registration renewal paperwork in the mail from your local county treasurer's office. For more information, visit <https://dojmt.gov/driving/county-treasurer-motor-vehicle-offices/>.
- 14. When will I receive my tabs?** You will receive your license plate tabs in the mail from your local county treasurer's office. For more information, visit <https://dojmt.gov/driving/county-treasurer-motor-vehicle-offices/>.
- 15. How do I get a refund?** Complete Form 40-2300 that can be downloaded from <https://dojmt.gov/driving/vehicle-title-registration-forms/#other>. Mail or fax the completed form to the address/Fax number on the form. If approved, the MVD issues the refund. The refund will appear as a credit in your credit/debit card or checking or savings account. Depending upon the situation, the MVD may cancel your vehicle registration.
- 16. I have a question. Whom can I ask?** Questions should be directed to the MI Help Desk at 1-406-449-3468, Ext. 0, or helpdesk@egovmt.com.

PROCESS FLOWS

Overview of Process Flow

Standard Registration

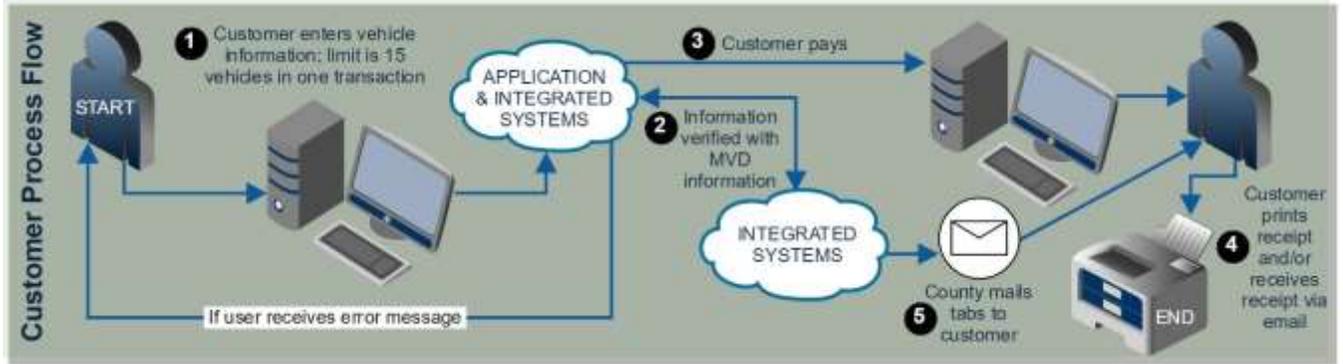


Fig. 43

Registration with an Exemption

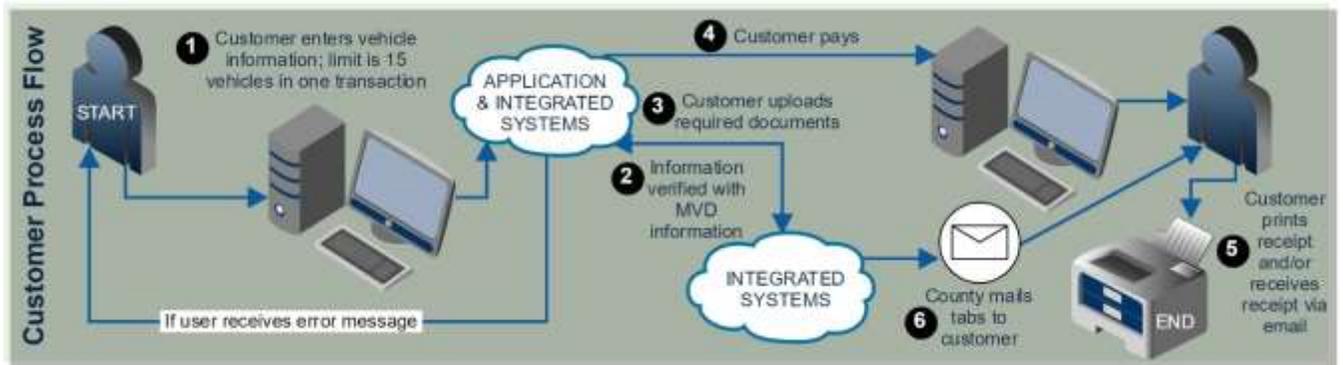


Fig. 44

Reprinting a Receipt

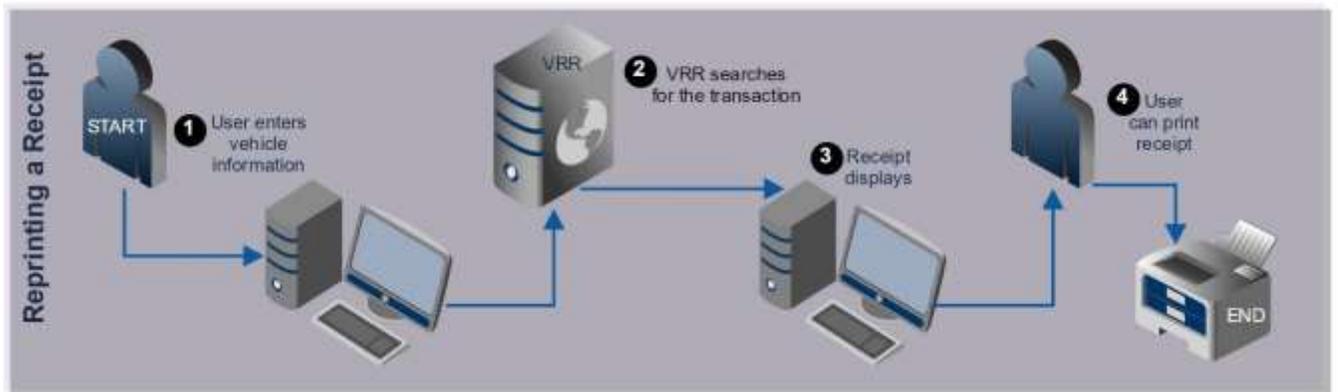


Fig. 45

Detailed Process Flow Prior to Payment

Standard Registration

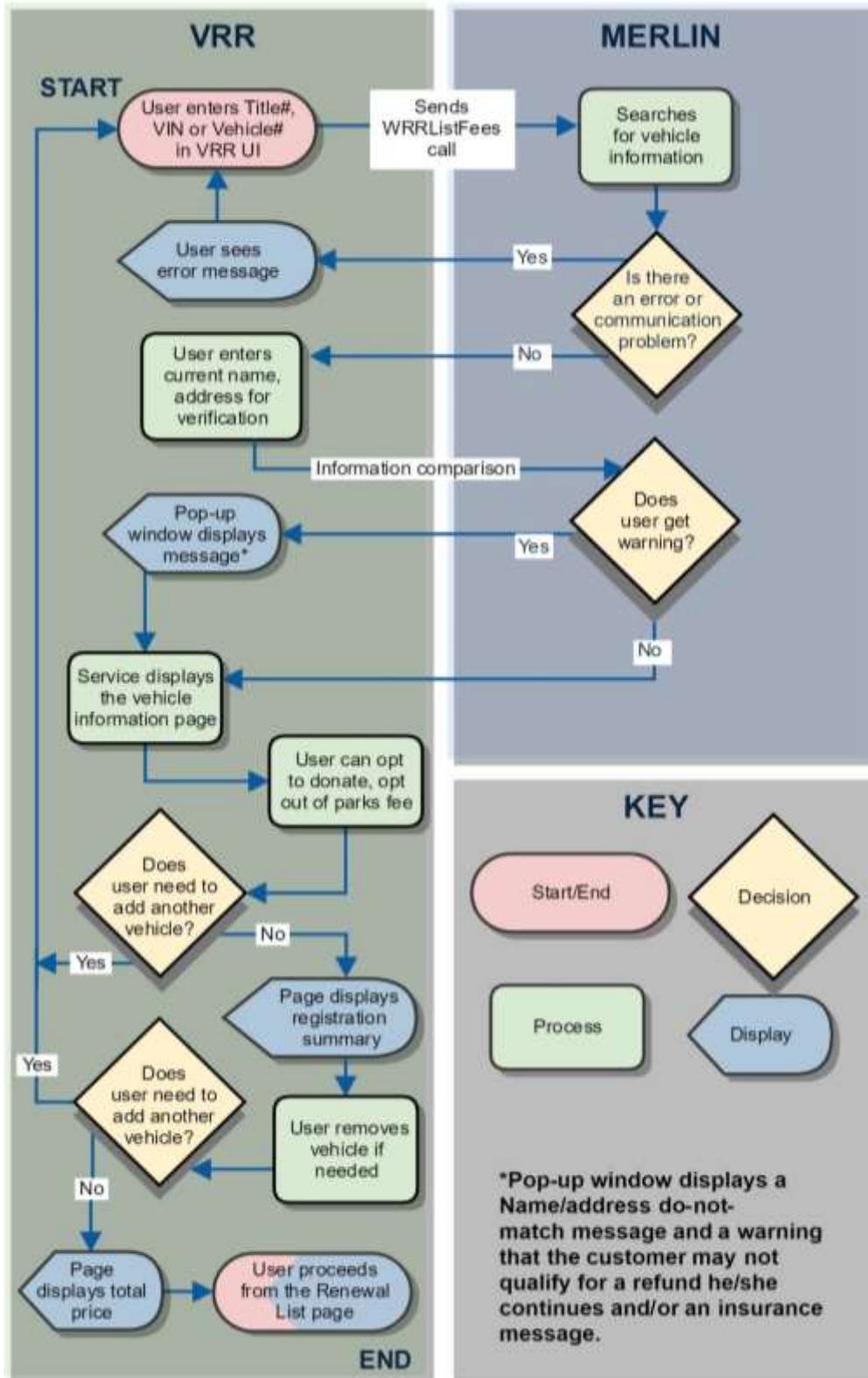


Fig. 46

Registration with an Exemption

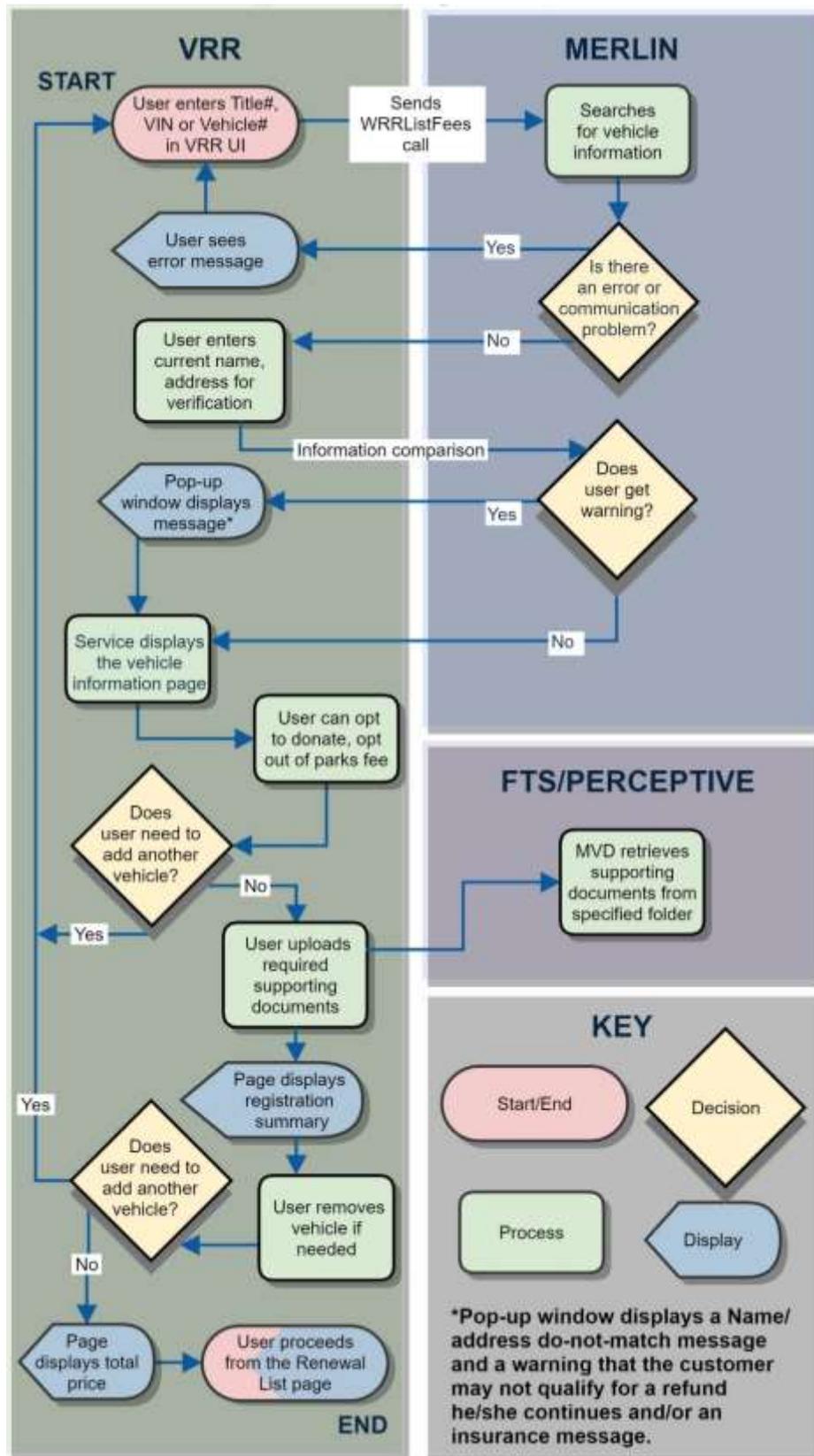


Fig. 47