

DOR- MVD Registration Renewal FAQ's

Q: Why were the registration renewal notices delayed?

The registration renewal notices were delayed due to the renewal print vendor notifying us that they would not be able to fulfill their contractual obligations.

Q: Who was affected by the delays?

The people who were affected are vehicle owners that have renewal dates (typically a vehicle owner's birthday) since notification of the delay in October and live in jurisdictions that have opted into the mailing service. Drivers that have vehicle renewal dates in October and November and live in counties that have opted into the mailing service have been affected by the delay.

Q: When do drivers typically receive their renewal notice?

Drivers typically receive their renewal notice 30 days prior to their renewal date.

Q: Will penalties/late fees be automatically waived due to the delay?

No, penalties and fees will not be automatically waived due to the delay. Failure to receive a renewal application does not relieve drivers of the obligation of registering their vehicle by the designated deadline.

Q: How much are the penalties for late payment?

There is a \$5.00 penalty on the registration fee and a 10 percent penalty of the ad valorem tax, if applicable.

Q: Have the October and November notices been mailed?

Yes, October and November notices have been mailed, but there were/are some issues with the customer return envelopes (CRE). The CRE was not properly formatted, a replacement has been sent out to all people who received the incorrect CRE and have not yet renewed for November and Businesses who have not renewed for December.

Q: Who is covering the cost for the CRE error?

Wells Fargo is covering the cost of the mailing.

Q: Since the renewals are being provided by a different vendor, will they look the same?

The renewal notices will appear slightly different. They will be more generic than they have been in the past. A sample has been provided.

Q: Are there any alternatives for renewing registration?

Depending on the county, there are several renewal options available to motor vehicle owners that do not require visiting the County Tag Office:

Mail: renewals received by mail may be returned to the local county tag office using the payment voucher at the bottom of the renewal notice and the blue return envelope.

Online: Residents of a participating county in the online renewal program can renew using the Renewal Identification Number (RIN) located on the renewal notice. If the renewal notice is unavailable, a resident may use the RIN look-up tool found on the Department's website.

Phone: Residents of participating counties may renew via phone Interactive Voice Response (IVR). Please see your renewal notice for details.

Kiosk: Residents of a county participating in the kiosk program can process their renewals through a Tag renewal self-service kiosk located in certain Kroger store locations as well as some County Tag Offices. Visit our website for locations and hours.

Q: When will the notices for drivers with December renewals go out?

A standard registration notice will not be mailed for December renewals. Instead, drivers will receive a letter explaining that they will not be mailed renewal notices and providing additional options for registering in a timely manner.