

State of New Hampshire



RICHARD M. FLYNN
COMMISSIONER OF SAFETY

DEPARTMENT OF SAFETY
DIVISION OF MOTOR VEHICLES
JAMES H. HAYES SAFETY BUILDING
33 HAZEN DRIVE, Concord, NH 03305
TDD Access: Relay NH 1-800-735-2964

VIRGINIA C. BEECHER
DIRECTOR OF MOTOR VEHICLES

MUNICIPALITY SPONSORED INTERNET REGISTRATION RENEWAL SYSTEM AGREEMENT

This Agreement is entered into this _____ day of _____, by and between the New Hampshire Department of Safety, Division of Motor Vehicles, and Office of Information Technology (hereinafter referred to as Department) and _____ (hereinafter referred to as Agent), to implement the Municipality Sponsored Internet Registration Renewal System, in order to provide a method for the Agent to provide its citizens with an option to renew their motor vehicle registrations through the Agent sponsored web site, designed and operated by the Agent or its vendor.

1. For and in consideration of the mutual covenants and terms contained in this Agreement, the Department agrees to allow the Agent to participate in the implementation of the Municipality Sponsored Internet Registration Renewal System (MSIRRS). This agreement shall be considered an Addendum to the Municipal Agent Agreement currently in effect.
2. The Department and the Agent agree to the following requirements:
 - (a) Prior to participation in the MSIRRS, all clerks of the Agent, who utilize motor vehicle data, shall attend Privacy Training, conducted by the Division of Motor Vehicles.
 - (b) All data captured shall be secure, encrypted and kept confidential.
 - (c) All data captured shall only include the last four characters of the VIN, date of birth, plate number and plate type for privacy reasons.
 - (d) A synchronization shall be done with the Internet records. These transactions must be processed by the Agent on the day they are synchronized, and included in the daily "Municipal Internet Registration" report.
 - (e) The renewal web site should clearly be identified as the Agent's web site. The web site must have downloading ability and reporting/administrative functionalities, such as updating Agent information.
 - (f) The Agent web site must direct any questions to the Agent, not the Department.

- (g) There must be a very clear warning notice at the beginning of the online registration process, stating the following: “This Registration is not valid until you receive your Decals and Registration form”. The same warning notice shall also appear at the end of the process as well as on any confirmation messages.
- (h) The Department must have the ability to manually and electronically flag delinquent registrations that should not be renewed due to license suspension, short slip, etc. A delinquent report must be available and contain the following: the date when the flag was set, whether the flag was set manually or electronically, and whether the Department or the Agent set the flag.
- (i) The “MSIRRS must allow certain users, including the Department's Business Office and any Department auditor, on-line access to the daily report generated by the “Municipal Internet Registration” transactions.
- (j) The daily report shall contain the following information and ALL fees shall be clearly detailed:
- Name of registrant
 - Date of birth
 - Vehicle(s) registered, identified by plate number and plate type
 - Date of transaction
 - Fees charged: Town registration fee, Agent fee, “Municipal Internet Registration” fee (amount for town and vendor), State registration fee, and any additional fees
 - An indicator for the payment method - facilitated check creation or credit card
- (k) The “State of New Hampshire Returned Check Policy” must be added to the web site clearly stating the procedure of electronic transactions from the citizen's checking account.
- (l) The facilitated check creation shall contain the following information:
- Check dollar amount, name, check number, bank name and date
 - Validated bank routing number and bank account
 - Check made payable to “State of New Hampshire – DMV”
 - Amount automatically filled out by software after renewal amount is determined
 - Name of registrant
 - Vehicle(s) plate number
 - Endorsement on back of check indicating:
 - For Deposit Only
 - DOS-MV XXXX
 - For Returned Items
 - >211475000<
- (m) The registration document from the Agent must indicate that the transaction is an on-line renewal by including “I” in the upper right corner beside the agent number.
- (n) The registration document must detail the total of the Town fee and the total of the State fee.

- (o) The Agent must notify the Department of any check which has been returned due to insufficient funds on a weekly basis.
- (p) The MSIRRS shall verify that the citizen name and bank routing number is valid through available banking system services. If this condition is met with satisfactory reliability, the Department will continue to allow the Agent to deposit citizen checks to the State account on a daily basis, as is done currently.
- (q) The Agent must use the Department's current insufficient funds process.
- (r) Envelopes used to mail completed registrations to the owners must be imprinted with: "Do Not Forward – Return to Sender". The Department will not supply the envelopes.
- (s) Renewal registrations shall be processed for only those plate types that the Agent is already authorized by the Department to process.
- (t) The Department reserves the option to perform an IT review of the MSIRRS software and associated network security and topology for approval at any time during the term of the agreement.
- (u) The Agent shall identify any participating third party vendors to the Department.

**Department of Safety
Division of Motor Vehicles**

By: _____
Virginia C. Beecher
Director of Motor Vehicles

_____ Date

Agent

By: _____

_____ Date

_____ Title