POLLICY

**Title**: Replacement of Registration Cards

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<th>Effective Date: July 1, 2000</th>
<th>Revision Date: October 25, 2018</th>
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**Authority**: Code of Virginia § 46.2-692, 46.2-1128, 46.2-1129, 46.2-1129.1

**Policy**:

DMV shall charge a fee for any type of replacement or duplication of vehicle registration cards, International Registration Plan cab cards, registration cards for overload permits, or dealer registration cards.

DMV shall not charge a fee for replacement or duplication of a vehicle registration card or registration card for overload permits replaced using DMV's website DMVNow.com.

DMV shall not charge a fee for replacement or duplication of a vehicle registration when a registration card is printed automatically by the system as part of a transaction, such as when a change is made to the vehicle record, or due to an office error.

**Exception**: N/A

CUSTOMER REQUIREMENTS

1. Request a replacement vehicle registration card, International Registration Plan (IRP) cab card, registration for overload permit, and dealer registration card.

2. Pay fee, if applicable.

FRONT COUNTER CSR

1. Determine whether the customer should be charged for a replacement registration/cab card. Replacement registration fees are assessed only in the following instances:
   - Change sequence of owners (primary, secondary owner designation)
   - Request extra registration card
   - Replacement registration card (lost, destroyed, stolen, etc.)

**NOTE**: To remove Transportation Network Company (TNC) use from the vehicle record, refer to VLIC-4.116.

DMV DIRECT ACTIONS

- DMV DIRECT Agents may reprint registration cards, overload permit cards, and IRP cab cards.
  1. The following codes may be used to reprint a customer's registration card(s), and will generate a reprint fee:
     - a. CR- Customer Request
     - b. LO- Lost
     - c. MU- Mutilated
     - d. ST- Stolen
  2. The following codes may be used to reprint a customer's registration card(s) at no fee:
     - a. OE- Office Error
     - b. RP- Reprint
DMV DIRECT ACTIONS  Continued

- Customers may request a copy of their Vehicle Renewal Cards. The system will not charge the customer for a Vehicle Renewal Card Reprint.

<<<<<<REVISION

- **Duplicate Registration Card Procedures.** If on the Vehicle Screen:

  1. On the command line, enter command line code PRTTRD and press Enter
     a. Under **Print Registration Card** select:
        i. Request
        ii. Plate (Current or Temporary)
        iii. Print Reason
        iv. ‘No’ for print now.
     b. Click **Process**
     c. Collect Fee, if applicable

  2. From **Transaction Menu** select:
     a. Registration Transactions
     b. Customer Registration
     c. Reprint Registration /Overload/Non-Repairable (PRTTRD)
     d. Inquire
     e. Under **Print Registration Card** select:
        i. Request
        ii. Plate (Current or Temporary)
        iii. Print Reason
        iv. ‘No’ for print now.
     f. Click **Process**
     g. Collect Fee, if applicable

  3. From **Customer Console** select:
     a. Under the **Vehicle** tab, locate vehicle
     b. Select Direct command PRTTRD using the down arrow next to the vehicle and click the green arrow.
     c. Under **Print Registration Card** select:
        i. Request
        ii. Plate (Current or Temporary)
        iii. Print Reason
        iv. ‘No’ for print now.
     d. Click **Process**
     e. Collect Fee, if applicable

- **Vehicle Renewal Card Procedures**

  1. On the command line, enter command line code PRTTRD and press Enter
     a. Under **Renewal Notice** select **Request**
     b. Click **Process**

  2. From **Transaction Menu** select:
     a. Registration Transactions
     b. Customer Registration
     c. Reprint Registration /Overload/Non-Repairable (PRTTRD)
     d. Inquire
     e. Under **Renewal Notice** select **Request**
     f. Click **Process**

  3. From **Customer Console**
     a. Under the **Vehicle** tab, locate vehicle
     b. Select Direct command PRTTRD using the down arrow next to the vehicle and click the green arrow.
     c. Under **Renewal Notice** select **Request**
     d. Click **Process**  END REVISION>>>>>
DMV DIRECT ACTIONS  Continued

• **Emergency Reprints/Faxing**
  - In certain circumstances, a DMV DIRECT Agent may reprint a registration and fax it directly to the customer. Consult with your DMV DIRECT Supervisor for approval before completing the following transactions (NOTE: both situations require the customer to pay the reprint fee).
    - If military personnel cannot gain access to a base because of lost registration, a reprinted registration card may be faxed directly to the guard gate or commanding officer to permit entry.
    - If a customer’s vehicle has been towed or stolen a reprinted registration card may be faxed directly to the towing company or out of state police department.
  - In non-emergency situations all registration cards are printed in batches at Headquarters and mailed the following business day.
  - No fee reprints of registrations may be processed in certain situations:
    - A customer receives their decals in the mail with no registration card. Consult your DMV DIRECT Supervisor for more information.
    - Internet registration replacement requests printed at an external location other than a DMV office.

**RELATED LINKS**

- Passenger Plates
- Permanent License Plates
- Registering a Motor Vehicle

**CONTACT**

For additional information contact :
- Your CSC Manager/Assistant Manager
- DMV Direct Help Desk at (804) 367-6646
- VSA/Titling Work Center