

Vehicle Licensing Guide

Replacement of Registration Cards VLIC-4.118

Original Date: 07/01/2000

Revision Date: 09/25/2022

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POLICY	
Title: Replacement of Registration Cards	
Effective Date: July 1, 2000	Revision Date: October 25, 2018
Authority: Code of Virginia § 46.2-692, <<<<<REVISION 46.2-1128 , 46.2-1129 , 46.2-1129.1 END REVISION>>>>>	
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	

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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.

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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:

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- Change sequence of owners (primary, secondary owner designation)
- Request extra registration card
- Replacement registration card (lost, destroyed, stolen, etc.) **END REVISION>>>>>**

2. Continue processing registration in accordance with [VLIC-4.000](#).

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

- **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**

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.

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RELATED LINKS

[Passenger Plates](#)
[Permanent License Plates](#)
[Registering a Motor Vehicle](#)

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CONTACT

For additional information contact :

- Your CSC Manager/Assistant Manager
- DMV Direct Help Desk at (804) 367-6646
- VSA/[Titling Work Center](#)

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