

March 19, 2020

While our offices are not providing in-person transactions some of our services are limited. Below is a listing of the services that are still being offered, those that are being offered through alternative means and those that are suspended.

For assistance, customers may contact the DMV call center at 802-828-2000 or 888-998-3766 or complete the contact form online at dmv.vermont.gov/contact. DMV staff respond to online contact form submissions continuously throughout each business day.

All transactions being completed by US Mail should be sent to:

DMV
120 State St
Montpelier, VT 05603-0001

Service Provided:	How to Access:
Vehicle Registration	
<ul style="list-style-type: none">New or Transfer	Completed forms and payment may be submitted via US mail Use DMV's Required Documents Wizard to ensure proper documentation is submitted.
<ul style="list-style-type: none">Renewal	Online at dmv.vermont.gov/mydmv Call (866) 259-5368 Completed renewal notice or VD-119 may be submitted via US Mail.
<ul style="list-style-type: none">Replacement	Online at dmv.vermont.gov/mydmv Completed Lost/Replacement Registration form may be submitted via US Mail.
Driver Licenses/ID Cards	
<ul style="list-style-type: none">Renewal or Replacement	Completed forms may be submitted via US mail. Proposed online renewal option available April 15, 2020 at dmv.vermont.gov/mydmv
Driver Improvement	
<ul style="list-style-type: none">Payment of Reinstatement Fees	Online at dmv.vermont.gov/mydmv By phone at (888) 998-3766
<ul style="list-style-type: none">Submitting SR-22 Certificates	Email certificates to DMV.DriverImprovement@vermont.gov Fax to (802) 828-2098 US Mail
Vehicle Titling	
<ul style="list-style-type: none">New or Replacement	Completed applications may be submitted via US Mail. <i>Same-day title issuance is suspended.</i>

Commercial Vehicle Operations

- New or Renewal International Registration Plan (IRP) Registration Completed applications may be submitted via US Mail.
- IRS Form 2290 Completed forms may be submitted via US Mail.
- International Fuel Tax Agreement (IFTA) Credentials Completed applications for IFTA credentials (new or renewal) may be submitted via US Mail.
- IFTA Quarterly Reports Required quarterly IFTA reports may be submitted via US Mail.
- Monthly Statements Required monthly IFTA, gas, diesel or rental tax, and audit statements must be submitted via US Mail.
- Over Size/Weight Permits Completed applications for single trip and annual oversize and overweight permits may be submitted via email at DMV.CommercialVehicleOSOWPermitting@vermont.gov, by phone at (802)828-2064 or by US Mail.
- Escrow Accounts Payments to escrow accounts may be made via US Mail or by phone at (802)828-2064.

Administrative

- Inspection Sticker Issuance Inspection sticker orders must be placed via AVIP and will be fulfilled by US Mail.
- Dealer Plates, Forms and Supplies Orders for dealer supplies may be submitted via US Mail or by mail to DMV.Stockroom@vermont.gov. All orders will be fulfilled by US Mail.
- Abandoned Vehicles Abandoned vehicle title requests may be submitted via US Mail.
- Freedom of Information Act (FOIA) Requests FOIA requests may be submitted via US Mail or the DMV website

The following services will be provided on a modified basis:

Service Provided:	Modification:
Investigations	
• Total Abstinence Program	In-person screenings are suspended.
• Preliminary Driver Education Program/Instructor	In-person visits are suspended.
Commercial Vehicle Enforcement	
• Agency Assists & Highway Safety	DMV personnel will respond per established law enforcement operational response levels.
• Industry Partners & Associations	All contacts with industry partners and associations will be via US Mail, email, telephone or other digital communication.

Delivery of the following services will be suspended until further notice:

Services Suspended:
• All driver license and learner permit exams (including Commercial Driver's License exams)
• Issuance of new (transferring from out of state) Vermont licenses, learner permits and non-driver ID cards
• New motor vehicle dealer site inspections, setup and training
• Inspection station audits, site inspections, setup, testing and training

- VIN attachments – in-person visits to apply assigned VINs are suspended
- School bus driver clinic observations
- Driver education school and instructor licensing and compliance visits
- All Vermont Rider Education Program classes and instructor training sessions
- VIN verifications – DMV personnel will not be available to perform VIN verifications
- Over the counter and same-day issuance of titles
- All driver license and learner permit exams (including Commercial Driver's License exams)
- Issuance of new (transferring from out of state) Vermont licenses, learner permits and non-driver ID cards
- New motor vehicle dealer site inspections, setup and training