

March news & updates (Corrected)



CVO Email Update - March 2020



We sent you an email yesterday that contained a broken link.

Please excuse our error and multiple emails.

A significant component of the Commercial Vehicle Operations system development effort is our new online registration, filing, and payment capability. The website's name is **CVO Online**, and it is scheduled to go live in May when the new CVO system launches. All CVO customers will receive a letter explaining the steps to take in order to sign-up for CVO Online access.



The CVO Project Usability Study took place at the VTrans Training Center in Berlin, VT, on March 11-12. Thirteen volunteers participated in the study, executing a series of activities related to registering for access, filing Fuel Tax and IFTA returns, processing license renewals, and renewing IRP credentials. The valuable feedback received from the participants is currently under review, and updates to the website are being considered to improve usability.

In last month's email update, samples of the new Fuel Tax form and instructions were made available for review. While the new Fuel Tax form may be filed by paper, **CVO Online** will allow customers to upload their fuel tax information for submission using XML or Excel. The templates for each of these methods are provided [here \(corrected link\) for review](#). If you are interested in testing your submission using either format, please send a test file to DMV.CVOTestFile@vermont.gov and we will let you know if your submission has any issues.

In preparation for our scheduled launch on May 4, the Commercial Vehicles Operations office will be closed on May 1, 2020. We will be unable to process any transactions or take any payments on that day as our legacy systems will be turned off and the new system is brought up. Please take our office closure into account when planning your filing and payment activities. If our planned schedule changes as a result of the COVID-19 situation, we will keep our customers informed.

DMV offices will be closed on Memorial Day - Monday, May 25.
For the latest announcements on COVID-19 impacts to DMV visit,

