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MVD launching drop-off service for new vehicle registration

In an effort to meet customer demand during the COVID-19 pandemic, the New Mexico Motor Vehicle Division is launching a new service option for New Mexicans who need to register a vehicle for the first time.

Beginning the week of Jan. 25, motorists who need to register a vehicle for the first time will be able to make an appointment to drop off the necessary paperwork at an MVD state field office. After a cursory review to ensure the documentation is complete, MVD staff will process the transaction without the customer present. The customer then will be contacted by email to submit payment remotely. Once payment is received, the new registration and license plate will be mailed to the customer.

This service is being implemented in an effort to serve more customers while minimizing in-person contact during the COVID-19 pandemic. At their appointment time, customers will briefly wait while an MVD agent reviews their paperwork, but the customer will not be present when MVD staff processes the transaction.

Customers must have a valid email address and access to a printer to be able to use this service.

The service is not available for out-of-state vehicles that do not already have a New Mexico title, which require a VIN inspection before they can be registered.

Customers needing only to renew an existing New Mexico registration can do so online at mvdonline.com, by phone at 888-683-4636 or at one of MVD's two new self-service kiosks located Albuquerque Albertson's Markets. More information about the kiosks is available at nmmvdkiosk.com.

MVD state field offices in Albuquerque, Las Cruces, Santa Fe, Roswell, Espanola, Farmington and Clovis will have appointment slots for the new drop-off service on Wednesdays between 8 a.m. and 10 a.m. Other state offices will have slots available between 9 a.m. and 11 a.m. and between 1 p.m. and 3 p.m. on Fridays.

Customers can book appointments at mvdonline.com using the inline online scheduling tool or by calling 888-683-4636.

For this process to work, customers must bring all required documentation to their drop-off appointments. After booking their appointments, customers will print and complete a form providing information needed to process their registrations. Customers will bring the completed forms to their appointments along with other necessary documents, including:

- A copy of New Mexico credentials, driver's license or ID card for all listed vehicle buyers. Those with an out-of-state license or ID will also need two proofs of residency
- Proof of current insurance for the vehicle
- Original New Mexico title

Also, if applicable:

- The bill of sale
- Notarized affidavit of gift
- Lien holder's name, address and maturity date
- Purchase order if purchased from a dealer
- An emissions certificate for vehicles 4 years or older from manufacture date that will be registered in or used for commuting in Bernalillo County

More information about acceptable documentation to register a vehicle may be found at <http://www.mvd.newmexico.gov/vehicle-registration.aspx>.