

Motor Vehicle *Online* Registrations Frequently Asked Questions

What information is required to renew my motor vehicle online?

PIN number located in the upper right hand corner of your Motor Vehicle Renewal Notice.
(Example: M-0001234)

What is the deadline for submitting an online renewal?

Registration renewals must be submitted **NO LATER THAN** the **18th of the renewal month**. This is to allow adequate time for your payment to reach the Town and your renewal to be printed and returned to you by U.S. Mail so that you may receive it before the end of the month.

How soon will I receive my registration renewal in the mail?

It takes between 4 and 7 business days before the Town will receive your payment after you have submitted your payment online. Before the Town receives the payment, it goes through and ACH Clearing Process to ensure that your account funds are sufficient or your credit card has a sufficient credit limit remaining. Your registration will be mailed to you immediately upon receipt of the payment.

Please allow at least 2 weeks to receive your new registration and plate decal by mail. Due to variations in mailing time, some orders may take a little longer. If you do not receive your new registration documents, you may contact the Town Clerk's Office at 603-659-3070 x 4070.

Which types of vehicles can be renewed online?

In general, only the following types of vehicles, **which have previously been registered in the Town of Newmarket**, may be renewed online:

- Passenger Vehicles
- Small Commercial Vehicles – including vans, pick-ups and S.U.V's weight up to 26,000 lbs
- Light Duty Trailers
- Motorcycles which have not been taken off of the road

Examples of vehicles, which **CANNOT** be renewed online:

- Boats
- Vehicles weighing 26,001 lbs or more

If you own a vehicle, which cannot be renewed, online you must come to the Town Clerk's Office.

Are there any fees associated with an online registration renewal?

Fees are not charged or collected by the Town of Newmarket. However, the third-party online bill processor does charge the following convenience fees. You will be shown your renewal fees including any convenience fees before being asked to complete the transaction.

- Payments by bank account (checking or saving) are: \$0.80 (80 cents) for each payment transaction

- Payments by credit card are: Approximately 2.95% is charged for each payment transaction

My address or name has changed since I last renewed by registration. Can I renew online?

No, DO NOT renew online if you have changed your name or address. You must complete your registration at the Town Clerk's Office.

I did not get a renewal notice in the mail. Can I still renew online?

YES, you must contact the Town Clerk's Office and request a duplicate copy of the notice be mailed to you.

603-659-3073 x 4040 or becky@newmarketnh.gov

How do I pay for my renewal?

You can pay for your renewal using a checking account, savings account, Discover Card, Master Card, or American Express (VISA is not available due to VISA regulations).

How do I know my transaction went through ok?

You will be shown the renewal fee before you are asked to complete the transaction. The fee amount and a confirmation number are issued and shown on the confirmation page that you receive after submitting your order. When the Town receives your payment, your registration will be processed and mailed.

How far in advance may I renew my registration online?

Immediately - upon receipt of your Renewal Notice.

Can I cancel my online renewal?

No. Once a renewal has been processed online, it cannot be canceled.