



MOSES



Frequently asked questions and contact information
83rd Annual MMA Convention
Cross Insurance Center
Bangor, ME
Wednesday October 2nd, 2019

One of the most common issues that we have is residency. The Department loses a lot of revenue each year due to nonresidents being issued licenses and registrations at the resident rate. As a self-funded agency, it is imperative that we charge all customers appropriately. You can find the definition of 'Resident' in any of our law books or manuals. Please see below:

RESIDENT means a citizen of the United States or a person who is not a citizen of the United States who has been domiciled in the State for one year who:

1. If registered to vote, is registered in this State;
2. If licensed to drive a motor vehicle, has made application for or possesses a motor vehicle operator's license issued by the State;
3. Has registered in Maine any motor vehicles they own that are located within the State;
4. Is in compliance with the state income tax laws;
5. Is a full-time student at a Maine college or university who satisfies the above requirements.

NONRESIDENT means a person who does not fall within the definition of a resident.

As a clerk, you only need to see one proof of residency, but the customer must meet ALL requirements. Checking a person's driver's license is the easiest, most efficient way to verify residency. By checking a person's driver's license, you can verify residency, spelling of the customer's name and you'll have their height, weight eye color and hair color information to enter into MOSES. If you have seen one proof of residency, and have no knowledge that the customer fails to meet one or all of the other requirements, you have done your part.

Important: Knowingly selling a nonresident a license or registration at the resident rate is considered a crime.

Residency Affidavit: It is up to the sportsperson to prove their residency before each transaction. If they cannot prove that they are a resident, they may fill out a residency affidavit if they have an ID and can have the affidavit notarized.

Another frequent call that we receive on the MOSES Hotline is regarding the Transfer of Time process. I have created a summary of the process and provided it below. You can find a more thorough explanation (including screenshots) in your MOSES Registration Manual.

TRANSFER OF TIME:

When a customer sells, trades or otherwise gets rid of a recreational vehicle that is currently registered and buys a new one, a transfer of the remaining time can be done. In order to qualify as a transfer of time, the following conditions must be met:

- a. The registration must be current;
- b. The vehicle that the customer is transferring the time from must be out of their possession entirely;
 - This means that even if they have sold it, if it is going to be sold, or if it isn't in working condition the transfer cannot be done until it is physically gone from their possession.
- c. The transfer of time can only be done for the same vehicle type;
- d. The new vehicle must be theirs, they cannot transfer the time to another person's vehicle.

Because this type of transfer is done so infrequently, it's easy for agents to get confused. One way to remember the process is: OLD, OLD, NEW.



Step 1: OLD

- Locate the “OLD” machine in MOSES by using the registration number. This will bring up the registration details; verify that this is the correct machine and then hit ‘Submit’.
- On the ‘Registration Event’ screen, choose ‘Notice of Transfer’ and then hit ‘Submit’. You will get a message that says ‘Transaction saved successfully’. This tells MOSES that your customer no longer owns the “OLD” vehicle.

Step 2: OLD

- After you hit submit, you will be brought back to the ‘Registration Lookup’ screen.
- Locate the “OLD” machine again by using the registration number. This will bring up the registration details; verify that this is the correct machine and then hit ‘Submit’.
- On the ‘Registration Event’ screen, choose ‘Transfer From’ and then hit ‘Submit’. This step is telling MOSES where you are taking the time from.

Step 3: NEW

- After you hit submit, MOSES will bring you to a blank screen that says ‘Destination Registration’. This is where you enter the VIN for the “NEW” machine.
- If the new machine is already in MOSES, you’ll see that the next screen automatically merges the “NEW” machine with the customer. If the machine is not already in MOSES, you’ll simply need to enter the vehicle details and then MOSES will merge the “NEW” machine with the customer.

The cost for a transfer of time is \$4, plus any applicable taxes and your agent fee. The customer will receive a new set of stickers and should surrender their old registration to you.

Contacting the MOSES Support Team

As a MOSES Agent, we ask that you call us whenever you need help. Please do not give the MOSES Hotline number out to your customers. The hotline is meant for agent use only. Agents are welcome to call the MOSES Hotline anytime Monday through Friday from 8:00 am until 5:00 pm.

We also have an email account that you can use for communication. Please note that we do not get notified when we receive emails on the MOSES Support email account, so we ask that you call the MOSES hotline as your primary means of contact. In the event that you send us an email and need us to see it immediately, please call us to let us know that you have done so.

We do not need to be called if you send a request for a MOSES ID merge. These merges are important, but they are not our top priority so they are done as we can find the time. We will send you a reply email to let you know when the merge has been completed.

MOSES Contact Information

MOSES Support Hotline: 1-866-244-5762

MOSES Email: MOSES.Support@maine.gov

Fax: 207-287-8094

Please feel free to reach out to me directly at any time.

Angie Vo, MOSES Supervisor
Management Analyst I

Direct line: 207-287-5231

Email: angela.t.vo@maine.gov

Customer Hotline

207-287-8000