

4501:1-6-10**Vehicle registration convenience fees.**

- (A) Deputy registrars shall be granted the authority to charge vehicle registration convenience fees, as approved by the registrar of motor vehicles.
- (B) The following guidelines shall be followed when determining fees incurred by customers for conveniences provided by bureau of motor vehicle (BMV) kiosks.
- (1) Convenience fees shall be the total amount of required vendor fees associated with kiosk operations;
  - (2) Kiosk convenience fees shall not exceed operating costs charged by the BMV kiosk vendor;
  - (3) Customers shall pay established convenience fees in addition to all applicable deputy registrar fees, vehicle registration fees, and taxes;
- (C) Deputy registrars may offer optional services to customers designed to enhance customer convenience related to vehicle registration, and may charge customers opting for the convenience service a fee in accordance with the following requirements:
- (1) Written authorization must be obtained from the registrar of motor vehicles prior to offering additional services enhancing the convenience of vehicle registration transactions.
  - (2) Monetary amounts to be charged for proposed services must be included with requests to the registrar of motor vehicles.
  - (3) Additional written authorization must be obtained for any changes to previously approved vehicle registration convenience services.
  - (4) All approved services offered at an additional cost to the customer, for convenience purposes, must adhere to the following:
    - (a) Services offered and associated costs must be posted on display in plain view for customers;
    - (b) Verbally conveyed to customers prior to completion of transaction; and
    - (c) Applied only to vehicle registration transactions where convenience services are offered and implemented.
  - (5) Deputy registrars and their employees are prohibited from pressuring customers to accept any services or pay any additional fees set forth in this rule.

Effective: 3/31/2018

Five Year Review (FYR) Dates: 03/01/2023

CERTIFIED ELECTRONICALLY

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Certification

03/16/2018

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Date

Promulgated Under: 119.03  
Statutory Authority: 4501.02, 4503.03, 4503.102  
Rule Amplifies: 4503.102