The below list of transactions may require an in-person visit; appointments will be made on a case by case basis. Please call a motor vehicle branch office or main office for a determination on the most effective way to process your transactions.

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| TRANSACTION | CRITERIA |
| CLP – Duplicate | All duplicate commercial learner’s permits will be processed by appointment. |
| Certain Motor Carrier Services | Only those transactions that cannot be processed online, or via email, fax machine, or mail. Determination will be made on a case by case basis. |
| Commercial Licenses - All | All commercial licenses will be processed by appointment. |
| Commercial Registrations – All | All commercial registrations; excise tax must be paid at the local town office. |
| Dealer Temp Plates | Temporary dealer plates will be processed by appointment in branch offices, main office may process requests by phone and mail. |
| Hire/Short Term Rentals | All vehicles requiring a JB filing will be processed by appointment; excise tax must be paid at the local town office. |
| Licenses & IDs – Substantive Changes | Substantive changes include changes to: name, DOB, SSN, gender, class, restrictions/endorsements. |
| Lost Plates | Lost plate applications will be processed by appointment. |
| New Registrations | Must have paid excise tax and unable to register at the local town office. |
| Original licenses & IDs | Licenses & IDs will be processed by appointment if no existing motor vehicle identity and/or photo record exists |
| Placards – New Application | New disability placard applications will be processed by appointment; renewals/replacements may be requested by phone/mail. |
| Plate Change to Disability | All registrants requiring a plate change to disability plates will be processed by appointment. |
| Re-Reg (No Muni/Rapid Renewal Option) | Must have paid excise tax and unable to renew through Rapid Renewal or at local town office. |
| Return to Maine license renewal/reissue | Licenses of people returning to Maine after having been licensed in another state will be processed by appointment. |
| Titles | Any title request may be processed at main office by appointment. |
| Various Vehicle Permits | Transit Permits will be processed by appointment. Short term booster permits may be processed by appointment. |
| Waivers – Licenses | People moving to Maine and transferring licenses from another state will be processed by appointment. |

PLEASE NOTE:

Transactions that will not be processed by appointment at this time and until critical backlogs are caught up:

* REAL IDs – there is a federal extension in place until October 1, 2021 and current licenses & IDs remain valid for domestic air travel.
* Non-essential changes such as changing a photo on a valid license, changing registration plates on a valid and unexpired registration.
* Excise tax will not be collected at branch offices (exception: unorganized territories).
* Reinstatement of driver’s licenses, vehicle registrations and titles that are suspended will be processed by phone.