

## I Like:

The page offers detailed information on various topics related to vehicle registration, including emissions and safety inspections, insurance requirements, license plates, and taxes.

The contact details for NCDMV Customer Service are prominently displayed, making it easy for users to reach out for assistance.

The last update date on the page is mentioned.

## Contact

NCDMV Customer Service  
(919) 715-7000

3101 Mail Service Center  
1515 N.Church St.  
Rocky Mount, NC 27804

[Send Message](#)  
[Mailing Addresses](#)

Locate contact information for  
NCDOT employees, local offices,  
and more.

[View Staff Directory](#) →

If a vehicle fails to pass an emissions inspection, its owner may obtain from a local license plate agency a 10-day trip permit that allows them to drive to an inspection station for inspection once issues have been repaired.

## Learn More

- [Payment Methods](#)

*Last updated Jan. 22, 2025*

## I Wish:

The current navigation structure can be overwhelming due to the extensive list of topics.

Incorporating modern design elements, such as icons, images, or infographics, could make the content more digestible and visually appealing.

Also, the information provided is in nonlinear manner and too much texty, I wish we could add more buttons and lesser the texty

## Registration Renewals

About 60 days before a vehicle's registration expires, the N.C. Division of Motor Vehicles mails to the address on record [a renewal notice](#) that lists the vehicle's registration renewal fee as well as any vehicle property taxes due.

Vehicle registrations must be renewed annually.

Both are due at the same time and can be paid [online](#), via [self-service kiosk](#) as well as by mail or at [an NCDMV license plate agency](#) as part of North Carolina's [Tag & Tax Together program](#) that, under state law, transfers the responsibility of motor vehicle tax collection to NCDMV.

NCDMV uses an online service called PayIt that allows you to take advantage of completing multiple transactions during the same website visit. **PayIt collects a \$3 fee per online**

### Self-Service Kiosks

Make your renewal or replacement more convenient by visiting a self-service kiosk. NCDMV is currently piloting the program at select Harris Teeter locations.

Learn More →

## What If:

Interactive elements, interactive forms for specific services, could streamline user interactions and provide immediate assistance.

Ensuring the website is fully optimized for mobile devices would cater to users accessing the site on smartphones or tablets, providing a seamless experience across all devices.

If had a chatbot integrated for ease of purpose.

If login page had less info on payments and more user-friendly and didn't lag much