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Commissioner

# State of Alabama Department of Revenue

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July 1, 2021

## MEMORANDUM

**2021-005**

**TO:** All Designated Agents and Title Service Providers

**FROM:** Jonathan Lawrence, Title Manager  
Motor Vehicle Division

**SUBJECT:** Title Document Upload Requirements

**Beginning November 1, 2021, all designated agents and title service providers will be required to electronically upload all title applications and supporting documents to the Alabama Title System (ALTS).** Any physical title application packages mailed on or after November 1, 2021, will be returned to the designated agent or title service provider to be properly electronically uploaded. In the meantime, designated agents and title service providers are encouraged to begin uploading title applications and supporting documents as soon as possible.

Uploading title documents will eliminate postage costs, eliminate lost documents and reduce title application processing time. Document upload instructions are included in the ALTS Quick Start Guide located on the Motor Vehicle Title Registration & Insurance Portal (MVTRIP) at: [www.mvtrip.alabama.gov](http://www.mvtrip.alabama.gov).

Designated agents and title service providers must comply with Motor Vehicle Division administrative rule 810-5-75-.42, which requires designated agents and title service providers to write or stamp the word "SURRENDERED" on the face of the title document before uploading. The original title documents must be maintained by the designated agent or title service provider for one (1) year. Electronic title document images must be maintained for a total of five (5) years. Both physical and imaged title documents must be securely maintained to prevent disclosure of any personal information. Failure to comply with these requirements may result in the revocation of the authority to act as a designated agent or title service provider.

Please contact the Motor Vehicle Division at (334) 242-9000, or submit a request for assistance by visiting [www.revenue.alabama.gov](http://www.revenue.alabama.gov) and clicking "Help Center" if you have any questions.