



# Electronic Vehicle Registration (EVR)

## Duplicate Title

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## Change Log

<b>Change</b>	<b>Description</b>	<b>Date Updated/Version Number</b>
Title Statuses/NMVTIS Check	Clarifications added on pages 3 and 5; the change to the order of Duplicate Title transaction process, when a NMTVIS check is processed, and the handling based on Title Status.	04/13/2021 – V4
Alternate Mailing Addresses and ID Requirements for Duplicate Title Requests	Clarified field/wording from Title Mail Alternate Address to Alternate Title Mailing Address. Added new requirements regarding required identification to process Duplicate Title requests.	10/13/2022 – V5
References Section	Updated hyperlinks in References section to new Business Partner website on Mass.gov.	04/10/2024 – V6

## Introduction

The Massachusetts Registry of Motor Vehicles (RMV) Electronic Vehicle Registration (EVR) Program provides participating Permit Holders and Service Providers with the ability to process certain transactions on behalf of their customers. For complete information, review the [EVR Program Details](#).

This document provides processing instructions for functionality available in EVR Phase 3 for a Duplicate Title Transaction. This transaction is used to obtain a Duplicate Title for an Active Title that either: (1) does not have a lienholder or (2) has a manual non-electronic lien. The Duplicate Title will be mailed to the owner or (in the case of a manual lien) the lienholder listed on the Title at their current address of record in ATLAS. EVR participating Permit Holders may, for Titles without a lien, request that the Duplicate Title is mailed to them by providing an **Alternate Title Mailing Address**, as outlined below. EVR Service Providers must ensure that the provided address is the customary business or mailing address of the Permit Holder. This address will be validated as part of the transaction.

There are no amendments or changes of any type allowed (including a lien release) when processing a Duplicate Title Transaction.

## Identification (ID) Requirements for Duplicate Title Requests

For security and legal purposes, the RMV has established the following identification requirements for all applications for a duplicate Certificate of Title where the Duplicate Title will be mailed to an address other than the owner's or lienholder's mailing address; this is referred to as an **Alternate Title Mailing Address**.

**NOTE: If a customer requests a Duplicate Title be mailed to the owner/lienholder address that is listed in ATLAS, a photocopy of a license/ID is not required. Follow normal EVR Duplicate Title transaction procedure.**

**For individual owner(s) or businesses requesting that a Duplicate Title be mailed to any address other than the address of the lienholder or owner on record:**

The following documents are required to process via EVR:

- Signed Duplicate Title Application by the owner(s) or business on record.
- Vehicle/Title inquiry.
- Photocopy of unexpired Driver's License or Massachusetts ID card of the individual owner(s) or business representative.
- Any additional supporting documents required based on one of the five (5) scenarios listed below.

### **Scenario 1: Individual Owner Requests Duplicate Title**

If an individual owner is requesting that their Duplicate Title be sent to **any address other than the address of the lienholder or owner on record**, follow the procedure below:

- Collect and scan a photocopy of the individual owner's\* unexpired Driver's License or MA ID.
  - Per EVR policy, OOS licenses must be front and back, color photocopies.
- Perform a Vehicle Inquiry/Title Inquiry from the EVR software and scan it into the transaction.
- Collect and scan the new Duplicate Title Application with all required signatures and first initial and last name of the Individual EVR Participant that processed the transaction written in the top right corner.
- Determine if there are any additional supporting documents that may be required for the Duplicate Title transaction and scan them into the transaction.

*\*If there are two (2) owners, both owners' signatures are required on the Duplicate Title Application along with photocopies of both owners' unexpired Driver's Licenses or MA IDs.*

### **Scenario 2: Business Owner Requests Duplicate Title**

If a **Business** is requesting that their Duplicate Title be sent to **any address other than the address of the lienholder or owner on record**, follow the procedure below:

- Collect and scan a photocopy of the unexpired Driver's License or MA ID of the Business Representative that is requesting the Duplicate Title on behalf of the business.
  - Per EVR Policy, Out of State licenses must be front and back, color photocopies.
- Perform a Vehicle Inquiry/Title Inquiry from the EVR software and scan it into the transaction.
- Collect and scan the new Duplicate Title Application with the signature of the Business Representative and their position with the business (ex. CEO, President, Office Manager) and first initial and last name of the Individual EVR Participant that processed the transaction written in the top right corner.
- Determine if there are any additional supporting documents that may be required for the Duplicate Title transaction and scan them into the transaction.

### **Scenario 3: Multiple Owners / One of Two Owners Requests Duplicate Title**

If only one (1) of two (2) owners on the vehicle record has signed the Duplicate Title application and they are requesting that their Duplicate Title be sent to **any address other than the address of the lienholder or owner on record**, follow the procedure below:

- Collect and scan a photocopy of **BOTH** of the individual owners' unexpired Driver's Licenses or MA IDs.
  - Per EVR Policy, Out of State licenses must be front and back, color photocopies.
- Perform a Vehicle Inquiry/Title Inquiry from the EVR software and scan it into the transaction.
- Collect and scan the executed Power of Attorney signed by the additional owner who has not signed the application.
- Collect and scan the new Duplicate Title Application with all required signatures and first initial and last name of the Individual EVR Participant that processed the transaction written in the top right corner.
- Determine if there are any additional supporting documents that may be required for the Duplicate Title transaction and scan them into the transaction.

## **Scenario 4: Surviving Spouse Requests Duplicate Title**

If a **Surviving Spouse** is requesting that a Duplicate Title be sent to **any address other than the address of the lienholder or owner on record**, follow the procedure below:

- Collect and scan a photocopy of the Surviving Spouse's unexpired Driver's License or MA ID.
  - Per EVR Policy, Out of State licenses must be front and back, color photocopies.
- Perform a Vehicle Inquiry/Title Inquiry from the EVR software and scan it into the transaction.
- Collect and scan a copy of the Death Certificate and the completed, applicable Surviving Spouse Application.
- Collect and scan the new Duplicate Title Application with all required signatures and first initial and last name of the Individual EVR Participant that processed the transaction written in the top right corner.
- Determine if there are any additional supporting documents that may be required for the Duplicate Title transaction and scan them into the transaction.

## **Scenario 5: Personal Representative Requests Duplicate Title**

If a **Personal Representative** of a deceased person is requesting that a Duplicate Title be sent to **any address other than the address of the lienholder or owner on record**, follow the procedure below:

- Collect and scan a photocopy of the unexpired Driver's License or state issued ID of the Personal Representative(s) (Ex. Executor/Executrix)\*.
  - Per EVR policy, Out of State licenses must be front and back, color photocopies.
- Perform a Vehicle Inquiry/Title Inquiry from the EVR software and scan it into the transaction.
- Collect and scan the Probate Documents issued by the court.
- Collect and scan the new Duplicate Title Application with all required signatures and first initial and last name of the Individual EVR Participant that processed the transaction written in the top right corner.
- Determine if there are any additional supporting documents that may be required for the Duplicate Title transaction and scan them into the transaction.

\*If there are multiple Personal Representatives listed on the probate documents issued by the court, all listed Personal Representatives' signatures are required on the Duplicate Title Application along with photocopies of all listed Personal Representatives' unexpired Driver's Licenses or State-issued IDs.

**IMPORTANT: For any non-owner applicant requesting that a Duplicate Title be mailed to any address other than the address of the lienholder or owner on record:**

## **Required Documentation**

The following documents are required to process via EVR:

- Signed Duplicate Title Application by Power of Attorney (POA) for the individual owner or business on record. The POA must be indicated after the signature on the application.
- Signed and executed Power of Attorney (POA) that includes the name of the owner(s) or business on record, date, signature of the owner(s) or business on record, name of the power of attorney agent, and signature of Power of Attorney Agent.
- Photocopy of unexpired Driver's License or Massachusetts ID card of owner(s) or business representatives on record that issued the Power of Attorney.
- Photocopy of the unexpired Driver's License or State-issued ID cards of the listed

person(s) named as the Power(s) of Attorney.

### **Requests to Send Duplicate Title to Address Not on Record**

If the applicant listed on and signing the application is anyone other than the owner(s) or representative types listed in the scenarios above and they are requesting that the Duplicate Title be mailed to **any address other than the address of the lienholder or owner on record**, follow the procedure below:

- Collect and scan a photocopy of the unexpired Driver's License or MA ID of the individual owner(s)\*or Business Representatives.
  - Per EVR policy, Out of State licenses must be front and back, color photocopies.
- Collect and scan a photocopy of the unexpired Driver's License or state issued ID of the listed person(s) named as Power(s) of Attorney.
- Per EVR policy, Out of State licenses must be front and back, color photocopies.
- Perform a Vehicle Inquiry/Title Inquiry from the EVR software and scan it into the transaction.
- Collect and scan the Power of Attorney.
- Collect and scan the new Duplicate Title Application with the signature(s) of the listed Power(s) of Attorney notated as POA after their signature and first initial and last name of the Individual EVR Participant that processed the transaction written in the top right corner.
- Determine if there are any additional supporting documents that may be required for the Duplicate Title transaction and scan them into the transaction.

\*If there is more than one owner on record then a Power of Attorney is required for each owner as well as photocopies of each owner's unexpired Driver's License or MA ID.

### **New/Revised Applications**

To accommodate this change, a new [Duplicate Title Application \(TTL117\)](#) Form has been created. In addition, the form previously titled the **Amend/Lienholder Maintenance/Duplicate Title Application** has been revised to remove the Duplicate Title option from it; it is now titled the [Amend Title/Lienholder Maintenance Application \(TTL104\)](#).

### **Duplicate Title Transaction Process**

1. Process a GetVehicleRecordByVIN inquiry to determine if the Title is eligible for the Duplicate Title Transaction and to obtain the applicable Title Record Key. Note that you can also obtain this key using the GetVehicleRecordByTitle and GetVehicleRecordByRegistration to obtain this the applicable Title Record Key.
2. Is the Title eligible for the Duplicate Title Transaction? Note that it is incumbent on the Service Provider to determine if the Title Status is Active and whether or not a lien is present and, if present, that it is a non-ELT lien.
  - a. Yes:
    - i. Scan the TTL117 Form (Duplicate Title Application).
    - ii. Scan any other documentation that might be present (e.g., Power of Attorney, Affidavit of Surviving Spouse and Death Certificate, Driver's License, etc.).
    - iii. Collect the fee amount due.
  - b. No: Correct errors and resubmit. The Title is not eligible for a duplicate if any of the following exist:
    - i. Title Status is:
      - Pending
      - Inactive

- Cancelled
  - Withdrawn
  - Revoked
  - Suspended
  - Junked
  - Returned
- ii. Primary Owner has obligations (account is associated with a Bad Payment).
  - iii. Title has Electronic Lien (ELT Title).
  - iv. Title is Pending with an Open Case.
  - v. Vehicle/VIN Plate is marked as Stolen.
  - vi. Duplicate Title has been processed within last thirty (30) days.
  - vii. Batch Print has already been scheduled for this Title.
  - viii. Title has an Unknown Lien (Lienholder 99999).
  - ix. Pre-ALARS Titles that start with:
    - S
    - X
    - Z
3. Process the Duplicate Title Transaction. Clerk has:
    - a. Collected RMV Fee amount due, if applicable.
      - **NOTE:** The RMV does not specify when this step needs to occur in the process, only that it must occur at some point, as the Permit Holder and Service Provider will be held accountable for the fees once the transaction is successfully processed.
    - b. Verified the Duplicate Title requested is for the correct record.
    - c. Recorded the company requesting the Duplicate Title in the **Business Name** field and the specific person making the request in the **Contact** field, along with the email address and phone number/contact information.
    - d. Reviewed or recorded the Title mailing address. The Duplicate Title will be mailed as follows:
      - If a non-electronic lien is present, the Title will be mailed to the lienholder address of record in ATLAS and no alternate mailing address is allowed.
      - If a lien is not present, the Title will be mailed to the listed owner's mailing address of record in ATLAS. If the user wants to send the Title to an address other than the listed owner's mailing address, then record an **Alternate Title Mailing Address** where the Title will be sent; this includes the ability to enter a specific **Recipient Name** to whom the Title will be addressed. In addition, the following guidelines for **Alternate Title Mailing Address** apply:
        - For dealer processed transactions, the alternate mailing address must be the dealer's location; this field is not editable and defaults to the dealership's address.
        - For insurance agent processed transactions, enter any valid alternate mailing address that is either the Permit Holder agency or dealership address.
  4. Is transaction successful?
    - a. Yes:
      - i. Successful Responses include:
        - Title summary information.
        - Duplicate Title recipient information, including the recipient's name and address.

- RMV-generated Fee Receipt.
- RMV Fee details.
- ii. Clerk prints RMV-generated documents for their records and/or to provide to the customer. In addition:
  - The Duplicate Title Transaction will create a new Title Number and a new Title Record Key.
  - Once the Duplicate Title has been scheduled for print, the Title Status will be Active.
    - **NOTE:** Once the Duplicate Title has processed, there is no ability to stop the Title from printing. If you have requested a Duplicate Title for the wrong record (especially if you have directed the Title to an alternate mailing address), you must contact the Service Provider and the RMV to assist with the resolution of this issue.
- iii. Scenarios which may require additional handling:
  - When a Duplicate Title is requested, the RMV initiates an inquiry to the National Motor Vehicle Title Information System (NMVTIS). It is possible (and relatively uncommon) that this request will return a Title Status other than Active and this will stop the Duplicate Title transaction. For example, if the associated VIN on the Title has been marked as Stolen and this was not recorded on ATLAS. These items are automatically routed to a NMVTIS Help Desk work queue within the RMV and will be addressed in the sequence they occurred. If this is an administrative error that can be easily fixed, the Help Desk will correct it and the transaction will proceed. If this is a more serious issue, the RMV will have to contact the owner directly to address the problem. Since this error occurs after that transaction has been initially processed in ATLAS, there is no indication of this problem in the response record. If the Service Provider processes a GetVehicleRecordByVIN inquiry, they will either see another Title Status as noted above in [step #2b](#) or a Status of Title in Progress.
  - To address the scenario noted above where the Duplicate Title transaction was successfully processed in EVR but is held by the RMV due to an internal problem that was not apparent when the transaction processed, it is recommended that the Service Provider automatically run an inquiry by Title Number on the third (3<sup>rd</sup>) RMV Business Day after processing. If the Title is still in Title in Progress Status, the Permit Holder should contact their Help Desk, who will work with the RMV to resolve. (In either case, once the Duplicate Title request is processed, the prior Title Number, if inquired upon, will display an Inactive Status.)
- b. No:
  - i. Review Error Rule and update request, as necessary.
  - ii. Return to the previous step(s), as needed, to determine if the Duplicate Title Transaction can be completed.

## References

[RMV Business Partners](#)

[Electronic Vehicle Registration \(EVR\) Program](#)

[Electronic Vehicle Registration \(EVR\) Program Documents](#)