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Getting Started

Please note:

- Any applications that were started in ETAPS should have been completed in ETAPS by June 1, 2019. If an ETAPS application was not completed and you are unable to apply in ALTS, reach out to the Motor Vehicle Division for assistance.

- Licensing officials’ registration system interfaces will continue to work with ALTS. If you have any issues, please contact your system vendor.

- Dealer management systems will continue to work with ALTS. Please contact your system vendor if you have any issues.

- ALTS is not compatible with Internet Explorer. If you are having difficulty using with Internet Explorer, consider changing to another web browser, such as Google Chrome, Firefox, or Microsoft Edge.
Logging In

To access the ALTS system, go to the MVTRIP site at [https://mvtrip.alabama.gov](https://mvtrip.alabama.gov). Enter your username and password combination and once you are logged in, click on the ALTS icon (red car).

Your User ID and password will be the same to access both the Motor Vehicle License Portal and ALTS.

If you have lost or forgotten your username or password, you can click on the links at the bottom of the MVTRIP login prompt and your username or temporary password will be emailed to the email address on file. You can also set a new password by answering your security questions.
Adding Users, Resetting Passwords, Etc.

For instructions on adding users, resetting passwords, etc., click on the CAPSLock User Manual on the MVTRIP homepage. **Note:** Only the organization administrator can add users.
ALTS Homepage

After logging in to MVTRIP and selecting the ALTS icon, you will be presented with the ALTS homepage.

At the top of this page is the News and Alerts section, which contains important updates and alerts. Also shown on the ALTS homepage are pending applications and application search options. Common Action buttons are listed at the bottom of the homepage which includes starting a new application, interactive reports, view/upload documents, and submitting applications.
ALTS Homepage (Cont’d)

Expand the application search options on the homepage by clicking the plus button on the far-right side of the menu bar. Once expanded, you can search by date range for a specific application status (See Pg. 18 for more info about application status), or search for a specific application type, i.e., replacement, transfer, add lien, etc.
Update Email, Address, and Banking Info

Update your banking information, mailing address, and the email to receive email notifications, including rejection notices, by selecting the dropdown list *My Settings*, located in the upper right-hand corner, and then *My Organization*. Note that only an administrator on the account can update banking information.
ALTS Application Layout Styles – Wizard or Quick Entry

There are two options for the application layout style.

In the wizard style, you will be guided step by step through the application process.

In the single page style, applications will be entered on a single page entry.

The application style is set to wizard by default; however, you can change the style by clicking on My Settings, in the upper right-hand corner, and My Preferences.
Start a New Title Application

On the ALTS homepage, you can click **Start a New Application** and then select the transaction type. The wizard will guide you through the process.
**Actions Menu Options**

Click Actions on the toolbar to request a hold, track the status of a pending application, review rejected applications, etc. See pages 11 - 19 for information on each command.

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<th>Action</th>
<th>Description</th>
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<td>Applications can be viewed and reprinted here.</td>
</tr>
<tr>
<td>Hold</td>
<td>Applications can be placed on Hold status for up to 30 days. An application can only be placed on Hold one time.</td>
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<tr>
<td>Application Status History</td>
<td>View the full status history for an application.</td>
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<tr>
<td>Rejected Applications</td>
<td>Quickly view any of your applications that are in rejected status.</td>
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<tr>
<td>Assigned Applications</td>
<td>Quickly view any of your applications that are assigned.</td>
</tr>
<tr>
<td>Submit &amp; Pay</td>
<td>Applications that are ready can be submitted and paid for here.</td>
</tr>
<tr>
<td>View/Upload Documents</td>
<td>Quickly view and upload scanned documents for applications.</td>
</tr>
<tr>
<td>Void</td>
<td>Applications that have not been submitted can be voided here.</td>
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</table>
Actions Menu - Reprint

To view or reprint an application, select **Actions** on the toolbar, and **Reprint**.

Search by application number, VIN number, or a date range to reprint an application.

Select **view**, to view the application summary. Select **print**, to print the title application.
Actions Menu-Documents

To search documents received by the Motor Vehicle Division or that you uploaded, go to Actions on the toolbar and select Documents. Enter the application number, VIN number, or date range and select Find Applications.

Documents related to the search above, will display by receive date. To view the documents received or uploaded on a given date, click the date listed in the blue box below the document image.
Actions Menu - Edit

To edit an application that has not been finalized, click Edit and search by application number, VIN number or date range.

Select Edit to make changes to the existing application.

The status of an application must be saved in progress to edit an application, otherwise, the application must be voided or voided and cloned. See Pg. 16 for information on void or void and clone.
Actions Menu - Submit & Pay

Applications can be submitted at the time an application is completed, or you may save the applications and submit and pay at a later time. To submit an application, click Submit Existing Applications on the homepage or click Actions Menu and then click Submit & Pay.

Note that there are three separate tabs which may contain applications that are pending submission:

- **New Submissions Tab**: Completed applications ready to be submitted will be listed here.
- **Resubmissions Tab**: Rejected applications will be listed here. All rejected applications must be electronically resubmitted and any supporting correction documents, if applicable, along with the resubmission letter must be uploaded into ALTS. There is no charge to resubmit a rejected application. If an application has been rejected, you will also receive a courtesy email from noreply@mvtrip.com. Adding this address to your email contacts will prevent it from going to your spam folder.
- **Incomplete Applications Tab**: Out of state applications that are pending title information will be listed here.

Reports can be exported as a Microsoft Excel (CSV) spreadsheet or a PDF by clicking the drop-down arrow box above Fee.

To submit an application in any of the three tabs, you can select the applications individually (or select the check box by Application Number at the top to select all applications) and click Submit Selected Applications for Approval.

Note that an application that is saved in progress cannot be submitted; it must be in completed status. To complete, edit the application (See Pg. 13) and advance until it is finalized.
Actions Menu - Rejected Applications

On the Actions Menu, click Rejected Applications. Search by entering either: The Application number, VIN number, or date range. To see all rejected applications, click Find Applications. A list of applications will be presented. Click View to see a detailed reason for the rejection.

If the error is on the title application, select edit application and make corrections to the application. After the application is edited, ALTS will prompt you to electronically resubmit the application (no charge). After the application has been electronically resubmitted, Print the Resubmission letter and upload it with the new/corrected title application into ALTS.

If the error is on the documents, such as the back of the title, please note that the original title documents should be in your records. Make any necessary changes to the original documents, if needed, and upload the Resubmission letter, along with any supporting documents that were corrected or required into ALTS. The rejected application must be in completed status and electronically resubmitted. See Submit & Pay (Pg. 14).

⚠⚠⚠ NOTE: All rejected applications must be electronically resubmitted, and the resubmission letter and supporting documents must be uploaded into ALTS in order to be reviewed by the department. See Uploading Title Applications - Rejections (Pg. 26) ⚠⚠⚠
Actions Menu - Void

Applications that have not yet been submitted (saved or completed status), can be voided.

The void and clone option will void the current application (that cannot be edited) and create an entirely new application that will be open to editing.

To void an application or to void and clone an application, select Actions on the toolbar, select Void, and enter the application number, VIN number, or date range. Provide a reason for void in the comment box and select either Void or Void & Clone.

Note that once an application has been submitted, you must contact the Motor Vehicle Division to void the application.
Actions Menu - Hold

If a title application is not submitted within 30 calendar days, the ALTS account will be suspended. The user may request an additional 30 days extension, (allowing for a total of 60 days) to submit the title application.

To request a hold, click **Actions, Hold**, and enter the application number, VIN, or a date range and click find application(s). Click the **Hold** link next to the application number. Enter the reason in the comments box and select click hold.
Actions Menu – Application Status History

View the status of an application. The following Statuses may appear on the application status history:

- **Saved** - Application is saved and can be edited. The application cannot be submitted in this status, as it must be completed first. To complete the application, edit the application (See **Pg. 13**) and then advance until it is finalized.
- **Completed** - Application is finalized and can be submitted. A completed application cannot be edited. To make changes, application must either be voided or voided and cloned.
- **Submitted** - Application has been paid and electronically submitted to the department.
- **Documents Received** - Documents have been received by the Motor Vehicle Division.
- **Rejected** - Application was rejected. (see **Pg. 15**)
- **Approved** - Title application approved.
- **Issued Pending NCIC Result** - VIN must clear national crime database prior to reflecting Issued.
- **Issued** - Title will be mailed the day after the issue status date.
Actions Menu – Undeliverable Address

If the title cannot be delivered by USPS or is returned to the Motor Vehicle Division, the title record (See Pg. 20 for title record search) will indicate a flag of not deliverable.

To update the address, click Actions, Undeliverable Address, and enter both the application number and the VIN number, click change address, and enter the correct address.

Once the address is updated, the title should be mailed the following day. Note that titles will not be mailed to a forwarding address.
Title Record Search Options

View information for an Alabama title record; such as: title number, title issue date, current titled owner, title flags (See Pg. 21), or any title previously issued. To perform a title record search, go to Actions, Search Titles and select either Existing Titles or Legacy (ETAPS) Titles.

Enter the VIN number, or application number, and select Search. **Note:** Titles issued from ETAPS must be searched by selecting Legacy (ETAPS) Titles and Titles issued from the ALTS systems must be searched by selecting Existing Titles.

If you are uncertain of which system a title was issued, it is recommended that you perform both searches to be certain that you have the most comprehensive title information.
Title Record Flags

Title Flags are messages pertaining to the status of a title and can be found by performing a title record search (See Pg. 20). Three title flags that may appear on the title record are: undeliverable address (see Pg. 19), surrendered title, and surety bond.

A surrendered title flag indicates that the title was transferred to another state and the state that it was transferred to.

A surety bond flag indicates that the title was secured under a three-year surety bond, which will also be reflected on the face of the AL title. The surety bond brand will be removed after the three-year time period.

Note, if a title record does not contain a flag, the title flag section will not display in the title record.
Uploading Title Applications

Requirements

In order to upload documents, 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 (as pictured below).

The original title application and supporting documents must be securely maintained by the designated agent or title service provider for at least six (6) months from the date of the electronic submission of the documents.

An electronic copy of the title application and supporting documents must be maintained by the designated agent or title service provider for at least five (5) years from the date of the electronic submission of the documents.

Failure to comply with these requirements may result in the revocation of the authority to act as a designated agent or title service provider.

In ALTS, designated agents and title service providers will upload scanned images of application packages in file sizes not to exceed 10 MB. Each ALTS application package should be scanned into a single file, such as a multi-page PDF, and uploaded into ALTS. Files that are larger than 10 MB in size will require multiple uploads.

Pictures or copies of title applications and supporting documents are not acceptable.

The application should always be the first image of each application package, followed by the primary supporting document, and other supporting documents.

Designated agents and title service providers interested in batch loading application packages via a secure FTP server may contact the department below for further assistance.

Contact ADOR
Uploading Title Applications (Cont’d)

There are various ways to upload title applications in ALTS. Details are provided for each alternative method in this section.

1. **Submission Screen**
   a. Applications may be uploaded to ALTS, prior to submission. Go to Actions, Submit & Pay, and a column on the far right labeled Documents, provides you with the ability to upload documents and to view documents previously uploaded.

2. **Common Actions – ALTS Homepage**
   a. Applications may be uploaded by selecting the View/Upload Documents button on the ALTS Homepage.
3. **Actions Tab/Menu**
   a. Applications may be uploaded by going to **Actions, View/Upload Documents**.

   ![Actions Menu Diagram]

4. **Application Information Page**
   a. After an application has been completed, submitted, or rejected there is an option to upload when an application is opened from the ALTS Home page.
   b. Select the application by clicking the blue application number link. User will be directed to the application information page for the application selected. At the bottom of this page is a button to upload documents:

   ![Upload Documents Button]
5. **After Finalization of an Application**

   a. After Finalizing and Completing an application, there is an option to upload documents prior to submission.

   a. Selecting the **Upload Documents** button will take the user to a page where they can upload documents by selecting **Add a File**. A pop-up will appear, where your computer’s files will appear allowing you to select the file you wish to upload to ALTS.
Uploading Title Applications (Cont’d)

6. **Rejections**
   
a. When viewing an application rejection, an option to view and upload documents is available. Select *View and Upload Documents*, to be directed to a page that will show you documents previously uploaded and provide an option to upload additional documents.

![Image of application rejection screen](image1)

b. After selecting *View and Upload Documents*, this screen will appear with options to view or upload additional documents.

![Image of view and upload documents screen](image2)
Uploading Title Applications (Multiple Files)

When uploading documents in ALTS, it is preferred that all document images (i.e. title application, title document, bill of sale, etc.) be scanned and uploaded as one file.

Multiple file uploads are acceptable as long as they are uploaded at one time.

To upload a file, click on the blue “Add a File” button and a pop-up window appears displaying files saved to your desktop.

Select a file from your desktop and click “Open” in the pop-up.
A thumbnail preview of the file will appear in Section 2: Review Files (see below). This preview allows you to scroll through all images in that specific file.
To upload multiple files at one time, just click again on the blue “Add a File” button from Section 1: Add Files. Any additional files added will also appear as another thumbnail in Section 2: Review Files.

Once all necessary files are added, select the green “Upload File(s)” button.

Once the upload is completed, you will receive a message that your file(s) were successfully uploaded.
Training Videos

Training videos for basic title transactions are available on the MVTRIP homepage.
Title FAQ’s

1. I received a rejected application. What do I need to do?
   Designated agents will need to upload the resubmission letter and any documents that are required to correct
   the error into ALTS. Please note that all rejected applications must be both electronically re-submitted and
   uploaded into ALTS in order to be processed. Rejected applications may be uploaded following instructions
   mentioned on Page 26.

2. What documents do I submit for a name change or name correction?
   Acceptable documents for a name change or correction are any legal form of identification such as Driver’s
   license, passport, copy of marriage certificate/divorce decree, or a court order.

3. Is the title required to be submitted with a divorce decree?
   No, as long as the divorce decree states the vehicle identification number (VIN) and vehicle information, a title is
   not required to be submitted with a divorce decree when the transaction is a transfer of ownership. In ALTS,
   select court order (divorce decree) as the primary document type.
   If the transaction is processed as a correction, the title is required to be submitted. For example, a correction
   transaction would be required for a divorce with a name change (such as restoring a maiden name).

4. Is the title required to be submitted with a court order?
   No, a title is not required to be submitted with a court order when the transaction is a transfer. However, a court
   order, other than a divorce decree, is required to be reported on the Motor Vehicle Involuntary Transfer Portal.
   The Involuntary Transfer Portal can be found at: https://tobol.mvtrip.alabama.gov/ or by visiting the Alabama
   Department of Revenue’s website, select Motor Vehicle, select Title Information, and click
   “Involuntary Transfer Portal”. For more information about involuntary transfer by operation of law, See Section
   32-8-46, Code of Alabama 1975, at the following link:

5. Title Transactions involving death of an owner:
   What documents are required to transfer title of a deceased owner?
   • If transfer involves a deceased owner and owner’s estate has been or will be probated, then the individual signing on
     behalf of deceased owner’s estate must provide copy of letters testamentary or letters of administration issued by the
     probate court.
   • If transfer involves a deceased owner and owner’s estate has not and will not be probated, then the individual signing
     on behalf of deceased owner’s estate must provide a Next of Kin Affidavit (MVT 5-6) and a copy of the deceased
     owner’s death certificate.

   Should a title application for a deceased owner be processed as a transfer or correction?
   • Adding or removing a name from the title, even in death, is not considered a correction. The change constitutes a
     transfer of ownership and therefore the transaction should be processed as a transfer.

   How is the title application and title assignment completed for a deceased owner?
   • The deceased owner should be listed as the seller on the title application and in the assignment on the back of
     the title. The individual (next of kin, administrator, executor, etc.) representing the deceased owner should sign
     the title application and sign as the seller in the assignment on the back of the title.

6. What documents are required to correct mileage on the face of the title?
   To correct the mileage and/or odometer legend on the face of the title, affidavits of correction signed by both the buyer
   and seller of the original sale and a new federal odometer statement are required. The affidavits of correction are not
   required to be standardized, while the Federal Odometer Statement must be standard form.

All Motor Vehicle Division FAQs may be found at the following link:
https://contact.revenue.alabama.gov:8443/confluence/display/ADR/Motor+Vehicle+Division
Contact and Reference Information

• Motor Vehicle Division Title Customer Service (Mon-Fri, 8am to 5pm) (334)242-9000, Option 4

• Motor Vehicle Division Email/Chat Support https://contact.revenue.alabama.gov:8443/confluence/display/ADR

• MVTRIP (Motor Vehicle Title, Registration, and Insurance Portal) https://www.mvtrip.alabama.gov/

• Motor Vehicle Home Page https://revenue.alabama.gov/motor-vehicle/