

The EVR Scanning and Tagging Guidelines identifies the documents that may be required for each transaction that can be processed by auto auction locations on the EVR program along with the approximate tag (label) that should be used for those documents in your software. The exact name of the tag in your software may vary.



Disclaimer: The documents listed in the tables that follow represent the possible required documents for each transaction. Some of the documents listed may be required for every transaction of that type while others are common supporting documents that may or may not be required to be collected and scanned for a customer’s given scenario.



The footnotes below each table may help you determine when select documents are required.

Prior to processing any transactions on EVR:

1. **Always review your paperwork!** Ensure all documents are completed and signed. And that all information is correct and matches across your documents appropriately.
2. Write your first initial and full last name in the upper right-hand corner of RMV Applications being used for and scanned into the transaction (this includes the RTA and Duplicate Title Application).
3. For all salvage transactions,
 - ✓ **Make sure you have the physical Certificate of Title!** This document is always required and a vehicle registration is NEVER allowed to be used in lieu of a title.
 - ✓ Review the chain of ownership on the Certificate of Title as well as all corresponding assignments, the odometer reading, and VINs to make sure this information is complete and correct. Refer to the EVR Rules for Salvage Title Processing Job Aid for more information!

After processing any transaction on EVR:

1. Print an extra copy of the RMV Fee receipt to include with the original documents that you must retain and store for the transaction.



IMPORTANT: Once a transaction is finalized, you can’t scan additional items to that transaction. Contact your EVR Compliance Officer immediately if you need to add a document to the scanned items.

[Click the Name of the Transaction Below to See the Scanning Guidelines](#)

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Salvage Title

Approximate Software Tag:	For These Documents:
Registration and Title Application Completed	RTA (with required signatures) ¹ Alternate Mailing Address Affidavit ²
Proof of Ownership (Certificate of Origin or Title)	Certificate of Title ³ Certificate of Origin ⁴ The following supporting documents should be included with the proof of ownership if applicable: <ul style="list-style-type: none"> • Assignment and Authorization for Payoff for a Salvage Motor Vehicle Form⁵ • Lien Release for Previous Loan • Notarized Affidavit for Correction • Power of Attorney Paperwork⁶
Other	Title Inquiry ⁷ Court Appointed Probate documents ⁸ Affidavit of Surviving Spouse with copy of deceased owner's Death Certificate. ⁹
Sales Tax Exemption Form	MVU-23 Form (Casualty Acquisition) ¹⁰

¹ The RTA must NOT have an insurance stamp.

² Required when the alternate title mailing functionality is used to mail the title to your Permit Holder location

³ Must be an original document. On EVR, the physical Title is required for all Salvage Title transactions.

⁴ Required as Proof of Ownership if a newly manufactured vehicle is damaged prior to being sold, meaning a title has not been issued for the vehicle. This scenario is extremely rare. If you receive a Certificate of Origin, reach out to your Compliance Officer for guidance.

⁵ Required when the insurance company is paying off the outstanding loan in order to take possession of the vehicle, but the lienholder still has possession of the Title. Once the loan is paid off and the title is received from the lienholder, this form must be scanned alongside the title.

⁶ Required to be scanned when there is an acting Power of Attorney for the owner on the front of the previous title and POA needs to sign off as the seller on behalf of this owner. POA paperwork is not required to be scanned into each transaction for the insurance companies that you partner with. The insurance company POA paperwork MUST be unexpired and available to view upon request by the RMV.

⁷ Required for all Salvage Title transactions processed for a previous Massachusetts title.

⁸ Required when there is a Personal Representative acting on behalf of a deceased owner of the previous title. The Personal Representative will sign the title as the seller and include probate documents proving their authority to do so.

⁹ Required when there is a Surviving Spouse acting on behalf of a deceased owner of the previous title. The Surviving Spouse will sign the title as the seller and include these documents proving their authority to do so.

¹⁰ Must be scanned for all Salvage Title transactions on EVR. Each form can have up to 20 vehicles listed – make you scan the correct form that include the VIN and title number for the vehicle that you are processing!

Duplicate Title

Refer to the EVR Salvage Duplicate Title Policies Job Aid for more information on when the documents below are required.

Approximate Software Tag:	For These Documents:
Application for Duplicate Certificate of Title	Duplicate Title Application¹¹
Other	<p>Title Inquiry¹²</p> <p>The following supporting documents should be included with the transaction if applicable:</p> <ul style="list-style-type: none"> • Previous Certificate of Title (with any attached supporting documents) • DRT-1 • Power of Attorney Paperwork¹³ • Probate Paperwork • Affidavit of Surviving Spouse with copy of deceased owner's Death Certificate • Photocopy of driver's license or MA ID of individual owner(s) or business representative¹⁴ • Photocopy of driver's license or MA ID of Surviving Spouse¹⁴ • Photocopy of driver's license or state-issued ID for Personal Representative(s)¹⁴ • Photocopy of driver's license or state-issued ID for Power(s) of Attorney¹⁴

¹¹ <https://www.mass.gov/doc/application-for-duplicate-certificate-of-title/download>

¹² Required for ALL Duplicate Title transactions.

¹³ Required to be scanned when there is an acting Power of Attorney for an individual owner. POA paperwork is not required to be scanned into each transaction when the titled owner is one of the insurance companies that you partner with. The insurance company POA paperwork MUST be unexpired and available to view upon request by the RMV.

¹⁴ May be required when the alternate title mailing address functionality is used during the transaction and requested by an individual owner or business owner. Must be unexpired. Out of country licenses are not acceptable. Out of state licenses must be front and back, color photocopies. Not required when the alternate title mailing address functionality is requested by the insurance company for whom you have blanket Power of Attorney.

Document Retention and Destruction FAQs

Question: How long do we need to retain copies of documents for?

- **Answer:** The Permit Holder must securely retain the originals of the scanned documents for at least 90 calendar days. The Permit Holder must retain backup copies of the original documents and paperwork in either a hardcopy or electronic format for 5 years.

Question: Are there any rules for how we store the backup copies of the original documents?

- **Answer:** Electronic backup copies can be maintained by the Service Provider on the behalf of the Permit Holder and must be available for RMV inspection upon request. If physical copies of the documents are retained, they do not need be retained on-site at the Permit Holder location but must be available for RMV inspection within 24 hours of such a request

Question: Do the documents need to be shredded on the 90th day exactly?

- **Answer:** Once the Permit Holder has received instructions to dispose of the original documents, the Permit Holder must, within 30 calendar days, dispose of these documents in a manner that meets the requirements of MGL Chapter 93i §2. Once the documents are placed in the locked shredding bin, they can be considered destroyed. Documents should be memorialized in the locked shredding bin by the 120th day of retention at the latest.

Question: What are the shredding requirements for the documents?

- **Answer:** The Permit Holder must use the services of a company that specializes in document destruction. The Permit Holder is not allowed to shred their own documents and the documents cannot be transported offsite by the Permit Holder to a shredding company.

Question: Do we need a receipt from the shredding company after the documents have been destroyed?

- **Answer:** Yes. The Permit Holder must retain a receipt from the destruction company that indicates the number of transactions that were destroyed, the to/from dates of the transaction (the date of the earliest transaction to the date of the most recent one), and the date on which the documents were destroyed. This receipt must be retained for audit purposes for at least 1 year.

Question: How will I know when the documents are eligible for destruction?

- **Answer:** After the 90 days has passed on a periodic basis that will vary by the quantity of processed transactions; the Permit Holder will initiate and the Service Provider will pull the Document Destruction Details to indicate which documents are eligible to be destroyed. This message will be by Permit Holder location and will return the last date documents were destroyed and the current “up to” date of documents that are eligible for destruction.

Question: How do I indicate to the RMV that the documents have been destroyed?

- **Answer:** Once the records are destroyed, the Permit Holder will memorialize this by initiating the Service Providers version of the Document Destruction transaction that will forward the “from/to dates” of the documents that have been destroyed to the RMV. The steps for how to process this should be included in your Service Provider’s software training.