

## RMV Electronic Signature Guidelines Webinars 07/22/2020 – Questions and Answers

In addition to the questions and corresponding answers below from the webinars, it has become apparent that our business partners need clarification about how these Electronic Signature Guidelines affect the current electronic insurance stamp (eStamp) processing. The simple answer is that eStamps do not **currently** affect the signature guidelines process. However, the RMV is forming a Working Group of Business Partners to examine the insurance stamp process with a goal of, for EVR transactions, turning it into an electronic certification rather than the physical stamp artifact it is now.

The RMV has offered the option of what is called an Electronic Insurance Stamp for many (10+) years. For additional details, review the [Approval Process for Electronic Insurance Stamps and RMV Forms](#).

This process is most applicable to insurers that do not have agents in Massachusetts and allows the carrier to produce the [Registration and Title Application \(RTA\) Form](#) with an embedded insurance stamp. This form is either sent back to the dealer as proof of insurance or is sent to the customer for them to take to the RMV to process their registration. In the former case, it is combined with the RTA Form completed by the dealer to provide one combined RTA Form (2 physical forms) with all the required information.

The RMV also offers a variation on this via what is known as the Pre-Staged (or “Get Ready”) RTA Form. The only service provider currently using this feature is Boston Software and they offer it to their customers that use their SinglePoint product. This is a much more sophisticated version of the RTA Form as all the data is edited using the same rules as a service center or EVR customer. In addition, the RTA record is saved on ATLAS and when the RTA Form prints, it has a bar code on it that allows an RMV clerk to retrieve that record and complete the transaction in a straightforward manner.

The advent of COVID-19 has the RMV examining ways to create registration transactions that minimize the need for personal contact be it with the Registry, dealer, agent, or insurer. The processes described above do not meet that goal, thus we need to go further to facilitate and refine these processes. The thought is the Working Group will look at two items: (1) how a dealer currently communicates with an agent or insurer, (which is largely by fax today) and (2) how a true electronic insurance stamp or certification would work (and thus eliminate the physical “stamp” artifact). To provide an example of how this process might work, consider the current case of the new electronic registration reinstatement transaction. In this instance, the insurer or agent, using the EVR-provided insurance verification transaction, simply certifies the registrant has insurance by providing the insurance company code and the policy effective date. Since the RMV knows who has provided this information, there is no need for any physical stamp. This certification then allows the registrant to pay the reinstatement fee and reinstate their registration online. This replaces the current process where the agent or insurer has to produce the RTA Form, stamp it, deliver it to the customer who then must make an appointment to come to the RMV to have the reinstatement processed. The RMV wants the Working Group to examine moving in this general direction for insurance “stamps” or certifications.

**NOTE:** There were several forms that were suggested by webinar attendees to be considered for eSignature. We have collected all the form suggestions and will publish this list shortly.

**RMV Signature Guidelines - 07/22/2020 Webinar Questions and Answers**

Question	Answer
Does Massachusetts have generic Power of Attorney (POA) we can have our customers sign with their registration paperwork just in case there is a signature that is missed?	No, we do not have a Power of Attorney. We would be interested in hearing about the business case that is necessitating the use of one.
What is MCO?	This is an acronym for the Manufactures Certificate of Origin for a Motor Vehicle (MCO).
Where is the MCO Form located?	The MCO Form is available here: <a href="#">MCO Certification Form</a> .
If the documents are to be retained by the dealership will we be allowed to scan and discard the documents?	Yes, as part of EVR Phase 2. The document destruction process will be outlined as part of the EVR Phase 2 rollout.
When this rolls out, will we still have to send in a bundle to RMV?	If participating in EVR Phase 2, you will not need to bundle work, but will instead scan documents. If you are not part of EVR Phase 2, you need to continue bundling and submitting paperwork.
Should the MCO hybrid paper be destroyed once it has been imaged?	The document destruction process will be outlined as part of the EVR Phase 2 process rollout. Those participating in EVR Phase 2 may destroy documents following the document retention guidelines.
Are you eventually going to make it easier to apply for Duplicate Titles, maybe online as well through EVR?	Duplicate Title transactions are available now online via <a href="#">myRMV</a> . We will consider adding them to the EVR process. Note that it is up to the Service Providers whether or not they offer these transactions, so you may want to contact your service provider and let them know you are interested.
Is there going to be a way for dealers to electronically apply for a Duplicate Title providing we have the proper supporting documents?	Duplicate Title transactions are available now online via <a href="#">myRMV</a> .
Just to clarify, the Electronic Signature will replace the physical insurance stamps needed to stamp registrations?	The RMV is forming a Working Group to review the current insurance stamp process, especially between the dealer and insurance company/agent. We expect this will lead to both procedural and policy level changes to the insurance "stamp" and the overall process.

<p>Will Massachusetts be transitioning to Electronic Titles?</p>	<p>Although the RMV supports transitioning to Electronic Titles, this will require legislative change to the statute. This is a future RMV initiative.</p>
<p>We have Insureds that have corporate headquarters in other states but have locations in MA. I occasionally receive registrations through email. I print them out, stamp, and sign them and used to FedEx back to the insured so they could take to the RMV. But working from home that isn't the case. Are we allowed to Email the stamped RTA back to the Insured or Insurance rep?</p>	<p>The combination of a person's driver's license number, name, DOB, and address (which is present on an RTA Form) cannot be communicated in an unsecure manner, as it is a violation of the Federal Driver Privacy Protection Act (DPPA). Email is considered unsecure. You can save the RTA Form/file and password protect it, email it and then send the password via a separate email. RTA Forms that contain only company information are not required to have this level of security as company information is not protected by DPPA. The eSignature Guidelines draft as stated allows the RTA Form (and all other documents) to be transmitted in a secured manner for signature and returned in the same way; the security is built into the process not something you need to think about and add on.</p>
<p>Once upon a time there was a list of certain printers that needed to be used for EVR transactions. Is that still true and are there now certain scanners that will be needed for EVR Phase 2?</p>	<p>No, specific printers are not required. The scanners have to be capable of two-sided copying in color at 300 DPI. In our experience, this is a common off-the-shelf scanner.</p>
<p>If we are on CVR, are we automatically on EVR Phase/Version 2 now? Would we use DocuSign?</p>	<p>This is a question that can be answered by CVR, your EVR service provider. DocuSign is an acceptable eSignature provider.</p>
<p>Are we going to be able to reinstate plates on the CVR system?</p>	<p>The RMV does offer the reinstatement transaction as part of the EVR process. However, you should check directly with CVR regarding plans to offer this transaction to their end-user customers.</p>
<p>Can insurance agencies issue new plates?</p>	<p>Insurance Agencies that are part of the current EVR Program have the ability to issue registrations and the associated plates.</p>
<p>Dealertrack is currently still using the RMV-1 forms and not RTA. Will this delay the ability to utilize Electronic Signatures until updated?</p>	<p>Yes. However, Dealertrack is rolling out EVR Phase 2 over the next few months, which will end their use of the RMV-1 form.</p>

Will the Agency be supplied with License Plates?	Entities that are part of the <b>full</b> EVR Program, which process at least 30 new Registration and Title transactions per month, receive license plates as part of their inventory.
What does EVR stand for?	Electronic Vehicle Registration.
How does an agency qualify for EVR?	Visit <a href="https://www.mass.gov/EVR">Mass.gov/EVR</a> for details regarding the EVR Program.
Is there any way that each control number could be populated by the scans? RTA, MSO, License info, Insurance, etc. It sure would eliminate some of the error possibilities!	We are not aware of a cost-effective way of doing this.
I enjoyed the webinar and inquired about having the EVR service in our office but am told that the minimum number of new and transfer transactions per month are 30. Based on the RMV trying to keep people out of the registry, we're not sure why that minimum is not decreased or renewal transaction added. We hope that you would decrease your requirements to allow more agents to complete the transactions in their office to avoid clients having to physically go to the RMV.	We are not considering changing the transaction minimum at this time.
We would like to be able to apply for Title Only, right now it's not available on EVR. Will it be an option in Phase 2?	We are exploring if Title Only will be an option for EVR Phase 2 or in the future. We will advise if/when this will become available.
What is the timeframe for EVR Version 2/Phase 2?	It depends on the service provider; Dealertrack and CVR are implementing Phase 2 at different times. Consult with your EVR service provider for additional guidance.
Under EVR Phase 2, will each dealer be scanned and sent at the time of delivery or weekly?	The individual document scans must be completed and sent to the RMV as part of each registration transaction.
To participate in EVR, do you need 30 transactions a month?	Yes, the current minimum is 30 new registration and title transactions per month.
Is Boston Software considered a vendor partner?	Yes.
What is an EVR Phase/Version 2 location?	An EVR Phase/Version 2 location is a dealership or insurance agent that has been implemented by the service provider (Dealertrack/CVR) using the EVR Phase/Version 2 software and procedures.

What about the breakdown of the registry pack (bundle)? What do we send into the registry?	EVR program participants must continue to submit their batch work to the RMV, until such time their EVR location moves to EVR Phase 2.
When will we see EVR Phase 2?	We have begun rolling out EVR Phase 2 and expect both EVR service providers to complete conversion by the end of 2020.
Is there a preferred vendor list if we can't enroll directly and get the software set up on our website to process eStamps for RTAs, etc.	Assuming you are asking about the RMV's Electronic Vehicle Registration (EVR) Electronic Signature process, insurance carriers need to enroll with one of the two current RMV EVR service providers: Computerized Vehicle Registration (CVR) or Dealertrack Registration and Titling Solutions. They can provide info on the process, how to sign up, and the cost/payment models. For the RTA eStamp process and remote registration transactions, you may want to contact Boston Software directly to find out how you can use their software platform. Contact Michele Gillen at <a href="mailto:michele@bostonsoftware.com">michele@bostonsoftware.com</a> . Additional information on Electronic Vehicle Registration can be found on the RMV website: <a href="https://www.mass.gov/EVR">Mass.gov/EVR</a> .
As an Insurance carrier in the State of MA, can you enroll directly in the EVR Program to provide eStamps to our agency partners or do we need to use a vendor?	The general answer to this is yes. An insurance carrier could enroll directly and use the EVR Web Services transactions. This can be done directly or by using one of the service providers, using whichever path is best for the carrier.
What are the fees for getting started with EVR?	The RMV does not charge a fee for EVR participation; however, the service providers do. The fees vary by provider, so contact the them directly. For additional information on the EVR Program, review <a href="https://www.mass.gov/EVR">Mass.gov/EVR</a> .
Customers have to sign a lot of other paperwork, so if we found an error after they signed, could we use the Electronic Signature?	No, you may not use a stored signature on any subsequent transaction.
Which forms can have an Electronic Signature?	The list of forms that the RMV accepts with an Electronic Signature is noted in Appendix A in the Signature Guidelines, located under <b>What's New</b> on our <a href="#">Business Partner website</a> .
The RTA can be signed by DocuSign?	Yes.

As an insurance agent in the EVR/CVR program, we are allowed to accept/submit RTAs for transfers, renewals and registrations that eStamped and eSigned by the insurance carrier, correct?	Yes, you would be able to utilize and process eSignature documents for your customers.
Are Power of Attorney forms ok to accept with Electronic Signatures?	Power of Attorney (POA) Forms usually require a notary signature. In MA, there is only the statutory authority for electronic notarizations while the COVID-19 State of Emergency is in effect. Once the state of emergency is over, manual notarizations will resume. The RMV prefers to avoid the use of POA for this reason. If you have a specific case where you are using a POA, you should let us know so that we can (potentially) alter the underlying form to avoid the POA in its entirety.
On RTAs both Electronic and eSignatures are accepted? Or, only electronic?	Both are acceptable on the RTA Form. The RMV's preference is for an eSignature, as it addresses the "contactless" registration.
In the past, for proof of coverage, the dealer could fax the RMV-1 or 3 and we could stamp and fax back to the dealer the stamped RMV-1 or 3. Can we now email them back?	Yes, we are now accepting emails. See the following <a href="#">Temporary Policy Change for Registration Forms</a> guidelines for details.
Would we submit physical MCO blank in the bundle with the scan of front of electronic signed back of MCO?	If you are using an eSignature MCO, the original physical front of the MCO would be scanned and combined with the electronic "back" of the MCO and submitted with the scanned document portfolio. This combination should be done by your eSignature product and directly ported into the document portfolio.
When talking about certificates of origin, is weight still an issue?	We are not aware of a weight problem with the MCO. Please contact the RMV directly with the specific issue.
How are we going to be able to collect the Electronic Signatures? Signature pad? Old paperwork?	We encourage you to solicit help from vendors that provide eSignatures to answer this question, as the process varies by vendor.
Will the presentation be available in a .pdf to share with my office?	The webinar recording and slide deck (presentation) with the complete details are located on our Guidelines, located under <b>What's New</b> on our <a href="#">Business Partner website</a> .
Can a document have an eSignature and a wet signature? For example, the family tax exemption form if last names differ.	Yes, this is acceptable.
Where do Notarized Affidavits fall, Secure or Non-Secure?	A Notarized Affidavit is considered a Non-Secure form.

<p>Will the RMV provide a list of the approved Electronic Signature Providers? Would (DocuSign, Adobe Sign, Formstack/InsureSign, etc.) be acceptable to the RMV?</p>	<p>Please see the Electronic Signature Guidelines Items A-J; it is up to the entity deploying the electronic signature process to determine whether or not the signature product meets these guidelines.</p>
<p>I am curious about out of state dealerships as well. We as the agent would complete a new RTA and the insured would have to provide both, correct?</p>	<p>If an out-of-state dealership (or any dealership) that is not on the EVR Program generates an RTA Form and sends it to the agent for an insurance stamp, and the agent generates a new RTA Form of their own, stamps it and sends it back to the dealer, then the combination of the dealer generated RTA and the agent produced RTA (with the insurance certification) would constitute a complete RTA Form.</p>
<p>Where are the locations that will accept the electronic signed/secure documents?</p>	<p>Once the Signature Guidelines are published and become RMV policy, the documents identified in the guidelines will be universally accepted with an electronic signature.</p>
<p>Will there need to be an iPad for Electronic Signatures?</p>	<p>If one wants to implement what we are calling an electronic signature, there would need to be some way of capturing an electronic signature. However, this also means the signer must be physically present which the RMV is trying, largely due to COVID-19, to avoid. We strongly recommend looking into an eSignature product for not only the RMV documents, but all of your documents.</p>
<p>Will time stamps need to be on the forms if they do eSignatures?</p>	<p>Yes. Time stamps are added automatically by the signature programs (e.g., DocuSign, Adobe Sign).</p>
<p>Is there a way to eStamp an RTA that is already filled out by the dealer?</p>	<p>Not at the current time; this is what the Working Group is going to review and discuss.</p>
<p>How does RMV plan on injecting the eSignature or Electronic Signatures from your current two providers?</p>	<p>The RMV has three service providers for EVR: two full service providers (CVR and Dealertrack) that offer the full EVR suite of transactions and one vendor (Boston Software) that offers a subset focused on insurance agents (EVR Lite). Whether or not these vendors will directly offer eSignatures or partner with others to undertake that effort is up to that vendor.</p>
<p>So, an agent can apply an electronic insured signature? Such as through DocuSign?</p>	<p>Yes, they can. We will publish a proposed workflow for casual sales this fall that focuses on insurance agents/carriers.</p>
<p>We are already receiving Electronic Signatures back from insurance companies on the RTA that aren't completely filled out. Is that acceptable?</p>	<p>No. These are not currently acceptable, so the RMV would be interested in seeing examples of these.</p>

<p>If someone emails you a form that is from either an out of state dealer or a small dealer that doesn't process registry transactions, are we able stamped the form to send back to them?</p>	<p>Under the assumption that the out-of-state dealership is not on the EVR Program and that the agent generates a new RTA Form when an insurance stamp is requested, then the combination of the dealer generated RTA and the agent produced RTA (with the insurance certification) would constitute a complete RTA Form.</p>
<p>How is the Electronic Signature governed? Is the carrier notified when to utilize the Electronic Signature?</p>	<p>The Signature Guidelines provide the statutory and regulatory background that enable electronic signatures. When this capability is employed is up to you. If you choose to deploy electronic signatures, we would encourage you (especially during COVID-19) to do this as eSignature (so the customer does not have to be present) and for all of your forms, not just the RMV forms.</p>
<p>Are all the stamps in SinglePoint accepted at the registry on RTA Forms?</p>	<p>Yes.</p>
<p>Did you say the insured needs to sign BOTH the RTA from a dealer and the one that the agent electronically stamped?</p>	<p>No, the insured does not need to sign both forms. The dealer can send the original (with the signatures) to the agent. Assuming the agent does not want to stamp that form and prefers to create their own RTA and stamp that form, they can do so and return it to the dealer. The dealer would then submit both RTA Forms as part of the registration/title transaction.</p>
<p>Will the RMV be able to process transactions with Electronic Title or MCO signature or will we have to obtain an original signature if for some reason there is an issue processing with EVR?</p>	<p>The RMV does not have the statutory authorization to accept eSignatures on a title. If a dealer has an electronically signed MCO that cannot be processed through EVR Phase 2, we will address that when the issue arises.</p>
<p>Is it true that an insured can bring in a dealer RTA Form without stamp and ours with the stamp to complete a transaction at the RMV</p>	<p>Yes.</p>
<p>If you are a small office, not set up on EVR or don't have any relationship with Boston Software, then is my understanding correct that we are unable to participate in this new program?</p>	<p>Participating in EVR is separate from using eSignatures/electronic signatures. You do not need to part of the EVR Program to use eSignatures/electronic signatures.</p>
<p>Right now, SinglePoint allows agents to stamp electronically. In order for us to do so we have to recreate an RTA Form. Is there any way coming to allow an agent to eStamp the RTA that a dealer scans us without creating a new one?</p>	<p>That is why we are forming the Working Group, to determine a way to certify insurance in a much more automated manner.</p>

<p>Have we considered eliminating the insurance company’s role in filling out the RTA Form, since insurance companies need to send electronic submission to the RMV as proof of insurance? Instead, can you require the insurance company to send an insurance card at the time of registration?</p>	<p>Massachusetts statute is clear in requiring the RMV to obtain an insurance certification for the vehicle/registration (and thus any person that might operate that vehicle) prior to issuing a registration. An insurance card is for a person, not the registration and thus does not fulfill the statutory requirement.</p>
<p>Have you addressed whether the RMV will allow agents to electronically stamp dealership emailed paperwork? Instead of the agent printing it off, stamping it with the carrier stamp physically signing it and faxing/emailing it back?</p>	<p>The purpose of the Working Group is to look at this practice and come up with some recommendations to automate it. There is nothing today that prevents you from accepting the dealer produced RTA, stamping it and sending it back to the dealer. Equally, there is nothing that prevents you from producing your own RTA, stamping it and sending that to the dealer. Either process is acceptable.</p>
<p>We can do the Electronic Signature via Adobe Sign, but where are we able to get the stamp to use in Adobe Sign and sign? Can this be used on the IRP applications (in addition to the RTA Forms)?</p>	<p>If you are referring to Insurance Stamp process, review the <a href="#">Approval Process for Electronic Insurance Stamps and RMV Forms</a> for details.</p>
<p>So, can an insurance agent DocuSign the RTA Form to client now for eSignature?</p>	<p>Yes, once the Signature Guidelines are published and become RMV policy.</p>
<p>How will we upload/submit bundles with this new system?</p>	<p>If participating in EVR Phase 2, you will not need to bundle work, but will instead scan documents. If you are not part of EVR Phase 2, you need to continue bundling and submitting paperwork.</p>
<p>Can we scan and create a digital version of our physical stamp then sign it electronically?</p>	<p>As long as it meets the requirements that are present in this document: <a href="#">Approval Process for Electronic Insurance Stamps and RMV Forms</a>.</p>
<p>Will an insurance agent be able to scan all documents and send to the RMV to have plates issues (instead of an RMV Service Center visit)?</p>	<p>This option is currently available for agents using the EVR program. As indicated in other questions, the RMV will publish a proposed workflow/use case for casual sales in fall 2020.</p>
<p>RTA Form Section H – to fulfill the “must indicate the signature is an Electronic Signature” part, want to know whether a customer accepting a legal “eSignature consent” form prior to eSignature being affixed on all documents is acceptable.</p>	<p>This means that if the eSigned document is printed, it must indicate in or around the signature that it was signed electronically.</p>

<p>On Page 4 the Guidelines state that, “customer ‘A’ signs the RTA Form at the dealership by signing a signature pad and the signature is applied to the RTA Form by the dealer’s software” but “applying the exact same signature to the MVU-33 form...would not be acceptable. The person would need to sign the signature pad again and specifically for this document (the MVU-33).” Dealertrack will be using a commercial product for both Electronic Signatures and eSignatures. If we use a commercial product in the scenario described above (the customer is at the dealership), will the rules for eSignatures apply? Our understanding of the eSignature rules is that the commercial product that meets the authentication standard will manage the nexus between the document and the eSignature. Therefore, applying the same signature to multiple documents is acceptable. In this example the customer would be walked through the documents needing their signature and would then authenticate to the commercial product. The commercial product would manage the nexus between the document and the Electronic Signature. In addition, user action would still be required (through initialing or clicking affirmation to use a signature) creating an additional layer of nexus.</p>	<p>The process described is an eSignature process and would be acceptable because each document is presented to the signer separately for review and signature.</p>
<p>For remote signing (eSignature), will the RMV accept a typed signature or signature image? Commercial product vendors typically support signature images.</p>	<p>A typed signature is not acceptable.</p>
<p>For batch processing, will the RMV allow one signature to be applied to all documents?</p>	<p>There is no "batch" process that we are aware of that can meet this standard; it is a serial review and acceptance of the documents one at a time by the signer.</p>
<p>This is great! When is the expected date for rollout?</p>	<p>The anticipated Signature Guidelines publishing date is August 2020. CVR and Dealertrack will complete their conversion to EVR Phase 2 by the end of the year.</p>
<p>When will the RMV accept eSigned RTA Forms?</p>	<p>Once the Signature Guidelines are finalized; proposed implementation date is August 2020.</p>

<p>Can we use signatures on RTA and sales tax forms now or do we have to wait until mid-August?</p>	<p>These Signature Guidelines will be distributed as soon as the policy is finalized; proposed implementation date is August 2020.</p>
<p>Regarding electronically signed MCOs, what would happen in the event of a cancelled sale? Does the Electronic Signature disappear and become usable for Electronic Signatures again, or would we need a notarized affidavit of correction to void the assignment?</p>	<p>If the cancelled sale occurs prior to the vehicle being registered, the dealer would retain the cancelled sale folder with the eSigned and voided MCO. The dealer would then produce a new MCO to be signed by the new owner. If the vehicle has already been registered, in addition to these processes, the dealer would also have to follow the current process to withdraw the Registration and Title (RTA) application. This is essentially the same process as today with the prime difference being the need to obtain a new clean and unsigned paper MCO.</p>
<p>Thank you for tackling the use of eSignatures; it is a huge step towards making my role as an agent both more efficient and safer. Not to mention it's much more convenient for the insured. With that in mind, if we're not at a place where accepting casual purchase RTAs on an eSignature basis. I'd love to have non-purchase RTA transactions eSignature allowed (e.g., replacement plates).</p>	<p>The Signature Guidelines for Electronic Signatures and their use on the RTA form apply to any RMV transaction including casual sales. The reference by the RMV to casual sales reflected the use case as provided in the Guidelines, it is oriented to dealer sales. The RMV intends to produce the same type of use case for casual sales.</p>
<p>Does the hybrid MCO Form allow an eSignature or it must be an Electronic Signature?</p>	<p>The hybrid MCO Form must have an eSignature.</p>
<p>So, is a title or C/O getting faxed to a customer and we are taking Electronic Signatures?</p>	<p>No, if you use an eSignature process, the customer is notified that the forms are available at whatever vendor you have chosen secure website. The customer logs on (authenticates) to their secure website and then signs these forms electronically. The electronically signed forms are then securely returned to whatever system you used to generate the forms.</p>
<p>So just to confirm, eSignatures are not acceptable even when the Electronic Signature acceptance goes into effect?</p>	<p>No, eSignatures will be acceptable on all non-secure and secure documents that are listed in Appendix A of the guidelines. The draft of the Signature Guidelines is located under <b>What's New</b> on our <a href="#">Business Partner website</a>.</p>
<p>What will happen if a CO is eSigned and then we are not able to register and it needs to go to the registry?</p>	<p>We will need to work with you on these specific cases as we think it will be impractical to have our service centers accepting electronically signed MCO Forms.</p>

<p>In the case of a wet signature, would we still be able to submit digitally?</p>	<p>The RMV allows for copies of original signatures under certain circumstances; if it is one of those specific cases (mostly the dual RTA Forms described in other questions), then yes. The RMV would not accept a copy of a signature on a secure document.</p>
<p>If we were approved previously for Electronic stamping, will that go forward to the new program?</p>	<p>Yes, once you have been approved for electronic stamping (eStamp), you can continue to use it. No new approval needed.</p>
<p>We do use DocuSign for eSignature as a regular part of our business, so the new eSignature evolution will be wonderful for us, but if we still have to use a rubber stamp it sort of defeats the purpose of using eSignature to go contactless. Do you know of any way we can obtain eStamps, aside from using Winrater? If that is the only way, what vendors are there that offer eStamp that I might explore for our team?</p>	<p>If you wanted to have whatever product you are using to produce the original RTA Form for eSignature also apply the insurance stamp, including the date and signature, that would be allowed under these guidelines.</p>
<p>I was on the webinar. I deal with a lot of requests to stamp registrations for our insureds. Is there a way to electronically stamp rather than rely on the physical stamps? Given the current state we're in, many people who used to be able to stamp physically cannot due to a lack of equipment to scan/send back after stamping. Is there a way to electronically stamp (especially if dealers are in the DRIVE program)?</p>	<p>Right now, we do not have a way to accomplish this; this is what the referenced Working Group will be reviewing.</p>
<p>Will scanned stamps be allowed along with the Electronic Signature?</p>	<p>Whichever software program produced the RTA Form would also have produced the insurance stamp at the same time, so there is no need to add it later.</p>
<p>Also, would really, really like to be able to get Duplicate Titles overnighted back to the dealership some way to track the title coming back? When we send in Duplicate Title applications right now, there is no way to know where it stands in the process when it reaches the Duplicate Title office at the registry. When we call to see if it is even being worked on when it has been a while they cannot even tell us if they have received it? We are told to wait so many days and when we call again they tell to resend in copies as if they never received the first one. It sometimes takes 2 months to get Duplicate Titles.</p>	<p>The RMV is working on mail management improvements that will provide a more efficient way of tracking mailed applications. EVR program participants can also reach out to their service provider to request this transaction be made available through the EVR program.</p>

<p>Once the Signature Guidelines are finalized, a demo/training would be extremely helpful.</p>	<p>We understand that this topic can be confusing, but the demo you seek needs to should come from your vendor for eSignatures, not from the RMV. We are not anticipating holding any training. The RMV is providing the guidance for the use of electronic signatures, the specific implementation of that guidance is up to you and your chosen vendor</p>
<p>With the MCO, does it have to be generated electronically from the manufacturer?</p>	<p>No, we are proposing this hybrid where we use from the current manually generated MCO and the electronic back of the MCO for the eSignatures. The two combined together will constitute the new hybrid MCO.</p>
<p>Once we have all the forms eSigned, where do we send the forms?</p>	<p>For an EVR user, the forms become part of the registration and title transactions and are sent to the RMV electronically as part of that transaction. In the case where the dealer or agent is not an EVR user and does have electronic signature capabilities, the forms are printed and submitted to the RMV in the same manner as today.</p>
<p>Is this only for dealers right now?</p>	<p>No. You do not need to part of the EVR Program to use eSignatures/electronic signatures.</p>
<p>What system are we using to submit an eSigned RTA Form?</p>	<p>The decision of which provider to employ to implement electronic signatures is up to you. We would suggest asking whatever vendor is currently supplying either your dealer management system or your agency management system as a starting point. Or, you could contact one of the current EVR vendors.</p>
<p>Will the Service Providers be sending the eSigned docs to RMV for dealers or would the dealers send those directly to RMV?</p>	<p>The service providers, as part of every new registration transaction, will include the eSignature and all other documents as part of the transaction payload.</p>