

Alabama Department of Revenue

News Release

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ADOR's New Online Search Feature Tracks Motor Vehicle Title Issuance

Montgomery—The Alabama Department of Revenue (ADOR) activated a new Web-based online search feature last week that provides immediate access to the department's processing status of Alabama motor vehicle certificate of title applications.

The new search feature is available for all title applications that are received through the department's new Web-based electronic title application processing system called ETAPS, launched earlier this year.

ETAPS, in conjunction with the new online title search capability, allows the department to reach a long-awaited milestone in motor vehicle title customer service. Motor vehicle owners, lienholders, and designated agents can now track the processing status of their motor vehicle certificate of title applications anytime they choose by simply logging onto the department's Web site at www.revenue.alabama.gov and following the prompts provided on the title search feature or by going directly to www.aletaps-status.com. Search results will indicate whether the title application has been received by the department and is currently being reviewed, whether the title has been approved, or whether the title application has been rejected. Search results will also provide title application approval or rejection dates.

"The busiest phone lines we have in the department are those located in our Motor Vehicle Division's Title Inquiry Unit. On a typical work day, we receive over 10,000 phone calls from Alabama vehicle owners, lienholders, and designated agents seeking information about the processing status of title certificates. Title inquiries can now be made at their convenience—and they'll never get a busy signal," explained State Revenue Commissioner Tom Surtees.

"Vehicle owners must apply for a certificate of title when they purchase a new motor vehicle, bring a motor vehicle into the state, or at any time the ownership of the

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motor vehicle changes. There are often time-sensitive issues involved for owners in a title transfer, replacement, or new title process. This new online search feature will provide a quicker and more convenient access to this information than through written or telephone communications with the department,” added Surtees.

Motor vehicle certificates of title are currently issued approximately 7 to 10 business days for title applications processed electronically through ETAPS, compared to 6 to 8 weeks for applications processed through traditional title processing procedures.

The Alabama Department of Revenue processes over 1.5 million motor vehicle certificates of title each year and handles over 4 million vehicle registrations.

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