

What is the electronic title and registration program?

The electronic title and registration program allows dealers, financial institutions, fleets and other approved businesses as DMV agents to complete title and registration transactions for themselves or their customers electronically. The funds for the registration and title are also submitted electronically. The electronic data updates the DMV database directly and eliminates the need for DMV to re-key the application. The paper applications and source documents continue to be submitted to DMV separately for audit and imaging purposes

How does the program work?

DMV has authorized four vendors to act as a gateway between our computer and the agents. Dealers, financial institutions and fleet owners use the electronic program to complete transactions for their vehicle sale, loan or fleet customers. Police departments participating in the program complete both title and registration renewal applications for walk-in customers. Some agents, such as grocery stores and financial service centers, process only registration renewal transactions for most auto, small trucks and motorcycle license plates. The vendor is paid out of the electronic filing fee collected from the vehicle owner. Agents issue regular auto and truck plates and stickers to the customer. Titles are printed centrally at DMV. Agents offering registration renewal services print the updated Certificate of Registration for the customer.

In addition to the four vendor systems, DMV has developed two Internet applications: e-MV11, which is available to WI licensed dealers free of charge and e-MV Agent which is available to lien holders free of charge. Using e-MV11, the customer receives a temporary plate and a printed receipt upon delivery of their vehicle. The title and metal license plates are sent directly from DMV. Dealers may include costs of participating in the e-MV11 program in the dealership service fee currently allowed by law to cover dealer costs for regulatory compliance. Using e-MV Agent, lenders may process applications to add or remove their liens from their customers' titles. As with e-MV11, a receipt is printed for the customer. When adding a lien, a new title is sent to the customer by DMV. When a lien is removed, the lender mails the receipt to the customer with instructions on how to obtain a new clear title.

Effective June 30, 2007, WI licensed motor vehicle dealers are required to electronically process all title/registration applications for their customers. Effective July 1, 2010, lienholders are required to electronically process applications for original notation and subsequent release of liens when not part of a title transaction. The service is voluntary at all other locations.

What are the benefits of the program?

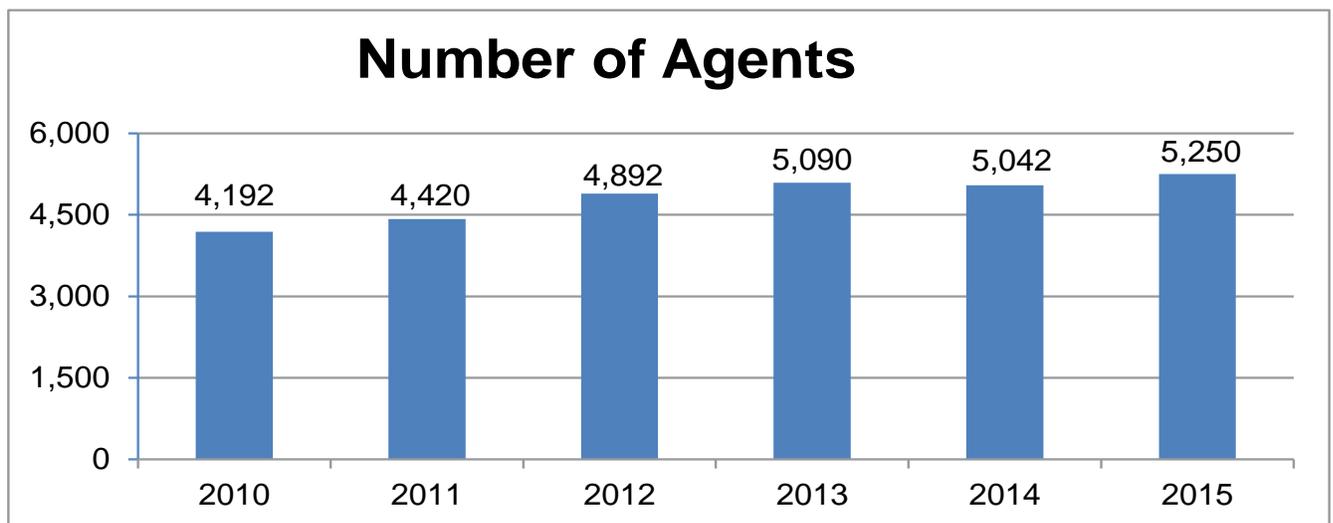
- Customers get faster and more convenient service. This is especially important to people who plan out-of-state trips shortly after buying the vehicle and those who live near the state border.
- Agents are able to transmit information electronically instead of mailing or hand delivering it to DMV. They offer a service to their customer and get quick access to important information about a vehicle's history and mileage.
- Law enforcement agencies have more immediate access to changes in vehicle registrations and fewer temporary plates are necessary.
- DMV gets updates to the database without re-keying the data, streamlining the process. Electronic filing helps keep lines shorter at Customer Service Centers.

Could the program be expanded to other businesses?

DMV will continue to explore business partnerships with other customers.

For more information contact:

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Source: Dealer And Agent Section