



**APPS
AGENT
INFORMATION**

CVR

General Information

Processing hours: The DMV on-line system is available for application processing Monday through Thursday, from 6:00 AM to 8:00 PM, Friday from 6:00 AM to 7:00 PM. and Saturday from 6:00 AM to 6:00 PM. It is not available on Sundays. Some planned outages may occasionally occur. These outages will be communicated with sufficient lead-time to allow for contingency plans.

On-Line Training: www.support.cvrreg.com. Select Wisconsin.

CVR Help Desk: For questions related to the CVR on-line processing system, contact their support team at 1-800-333-6995. Hours are Monday through Friday from 7:30 AM - 7:30 PM, and Saturday from 8:00 AM - 4:00 PM. These hours are Central Standard Time.

Agent Partnership Unit (APU): For questions related to the completion of electronic title/registration applications, contact the DMV's APU between the hours of 7:30 AM and 4:30 PM, Monday through Friday.

Transactions requiring manual processing:

Mail complete application form, a mail to DOT form (telling us why you could not process), and check to WI Dept. of Transportation, PO Box 7949, Madison, WI 53707-7949.

HANDY PHONE NUMBERS

Customer Service Unit <ul style="list-style-type: none">• Dealer license• Dealer Complaints	608-266-1425
Driver Licensing	608-266-2353
Emissions <ul style="list-style-type: none">• Milwaukee area (or outside WI)• Outside Milwaukee area (inside WI)	414-266-1080 800-242-7510
Driver License Status	608-264-7133
Research and Information <ul style="list-style-type: none">• Customer questions• 7:30 a.m. to 4:30 p.m.	608-266-1466
Revenue (Dept. of) <ul style="list-style-type: none">• Sales tax issues	608-266-2772
Special Plates (8:00 a.m. to 4:15 p.m.)	608-266-3041
Vehicle Records <ul style="list-style-type: none">• Duplicate lien confirmation• Secured party number	608-266-3666

Website: www.dot.wisconsin.gov

Forms Web address: www.dot.wisconsin.gov/drivers/vehicles/veh-forms.htm

APU e-mail address: dmvbvsapu@dot.state.wi.us

Mailing address:

APU
DOT
PO Box 7909
Madison, WI 53707-7909

What You Can Process Through the System

Title Transactions:

Transfer of ownership

- With Wisconsin title
- New vehicle with MCO
- With out-of-state title
- Title only (no plate associated with vehicle) out-of-state resident w/a lien
- Repossessions (Wisconsin titles only)
- Out-of-state repossessions (WI dealerships only)

No transfer of ownership

- Replacement titles
- Lien add/release (financial institutions only)
- Customer has out-of-state title in their name and now needs title and plates from WI (non-dealer agents)

Plates:

Plates that can be issued by the agent:

- AUT = Auto Plates
- CYC = Motorcycle Plates (except US Veteran)
- LTK = Light Truck Plates A=4500 lbs., B=6000 lbs., and C=8000 lbs.
- MPD = Moped Plates

Plates that can be issued out of stock (issue your customer a temporary plate):

- DUK = Ducks Unlimited
- END = Endangered Resources
- FRM = Farm Plates (12,000 pounds)
- HEG = Higher Education Group (University)
- HEM = Higher Education Group (University of WI-Madison)
- KID = Celebrate Children
- LTK = Dual Purpose Vehicle (DPV), Dual Purpose Farm (DPF)
- PAK = Packer Plates
- SPT = Wisconsin Salutes Veterans
- WHF = Women's Health Foundation

Plates that can be transferred and/or transferred and renewed:

- AMA = Amateur Radio (if only one plate record exists)
- AUT = Auto Plates
- CLS = Collector Special
- CVG = Civilian Group (Civil Air Patrol, EMT, and Rescue Squad)
- CYC = Motorcycle Plates
- DIS = Disabled Plates
- DUK = Ducks Unlimited
- END = Endangered Resources
- FRF = Firefighters
- FRM = Farm (12,00 pounds)
- GST = Gold Star Family
- HEG = Higher Education Group (University)
- HEM = Higher Education Group (University of WI-Madison)
- KID = Celebrate Children
- LTK = Light Truck Plates (Private operation 8,000 lbs or less), including Dual Purpose Farm and Dual Purpose Vehicle
- MGP = Multi-Group (Lao Veteran, Freemason)
- MLG = Military Group
- PAK = Packer Plates
- SES = Sesquicentennial
- SPT = Wisconsin Salutes Veterans
- VET = Disabled Veteran Parking
- WHF = Women's Health Foundation
- WNG = Wisconsin National Guard
- XPW = Ex-Prisoner of War

Transfer and re-register Light Truck Plates (LTK) (A=4500 lbs., B=6000 lbs., and C=8000 lbs.), including Dual Purpose Farm and Dual Purpose Vehicle to a higher gross weight.

Plates that can be transferred and replaced:

- AUT = Auto Plates
- CYC = Motorcycle (except US Veteran)
- LTK = Light Truck Plates A=4500 lbs., B=6000 lbs., and C=8000 lbs.

NOTE: Plates with current registration and up to 30 days past the expiration of the plate can be transferred. If over 30 days expired, the registration fees must be collected.

The following plate types can be renewed on your system:

- AMA = Amateur Radio (if only one plate record exists)
- AUT = Auto Plates
- CLS = Collector Special
- CVG = Civilian Group (Civil Air Patrol, EMT, and Rescue Squad)
- CYC = Motorcycle Plates
- DIS = Disabled Plates
- DUK = Ducks Unlimited
- END = Endangered Resources
- FRF = Firefighters
- FRM = Farm Plates (12,000 pounds)
- GST = Gold Star Family
- HEG = Higher Education Group (University)
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- KID = Celebrate Children
- LTK = Light Truck Plates (Private operation 8,000 lbs or less), including Dual Purpose Farm and Dual Purpose Vehicle plates
- MGP = Multi-Group (Lao Veteran, Freemason)
- MLG = Military Group
- MPD = Moped Plates
- PAK = Packer Plates
- SES = Sesquicentennial
- SPT – Wisconsin Salutes Veterans
- VET = Disabled Veteran Parking
- WHF = Women's Health Foundation
- WNG = Wisconsin National Guard
- XPW = Ex-Prisoner of War
- HTK = Heavy Truck Plates (private operation with annual expiration, 10,000 to 54,000 lbs. and For Hire operation with annual operation, 4,500 to 54,000 lbs. If interested in renewing HTK plates, contact APU to order proper validation stickers)

Stand Alone Lien Clearances: (By financial institutions only)

- Clearing your lien without a title.

Inquiries:

- Stand alone record inquiries by license plate number, title number, and/or vehicle identification number.
- DOT information such as names, addresses or vehicle information that is obtained through your processing system must only be used in conjunction with electronically processing title and registration transactions. Personal inquiries for you, friends, family, coworkers, or for marketing purposes are prohibited.

Resets/Deletes: Must be done the same day a transaction is finalized (prior to 8:00 p.m.), which will put the record back to the original status. (This can be done to both title transactions, and renewals.)

What You Cannot Process Through the System

Transactions with the following case(s) attached to the vehicle or customer record:

- TV&RP (parking tickets)
- ACT277
- Unsatisfied DWD Lien
- Safety Responsibility Case (SR#)
- Revocation Case (R#)
- Administration Suspension (Admin Susp)

Title transactions that you cannot process:

No record of Wisconsin title on the database.

An out-of-state title in the following situations:

- Vehicle identification number with less than 17 digits
- Vehicle has been repossessed (unless WI dealership).
- No transfer of ownership, vehicle was purchased within 89 days, and sales tax was fully or partially paid to another state.
- Title-Only to out-of-state resident w/a lien but owner has a previous WI address.

New vehicle (with MSO/MCO) which is more than 2 model years old.

Out-of-country title.

An application with:

- More than 2 owners.
- More than 2 lessees.
- More than 1 driver on a leased vehicle.
- 2 or more liens to be added.

Any title accompanied by a MV2115 Wisconsin Reassignment form.

Transfer ownership of a moped with a Wisconsin title.

Transfer ownership on heavy trucks where plates stay with the vehicle. (You will see this mostly with 10,000 lb plates when a customer wants a lower weight.)

Transfer ownership on trailers and motor homes.

Customer who does not have a Social Security Number, Wisconsin Drivers License, or Federal Employee Identification Number.

Customer who has a Social Security Number or FEIN that starts with a Zero.

Plate transactions that cannot be processed:

Transfer a personalized or non-personalized plate when going from an auto registration to a truck registration or vice versa. You must send the paperwork to DMV along with proper fees, which includes the full registration fee even if the plate has not expired.

Issue a license plate when there is no transfer of ownership.

Issue personalized plates.

Issue specialized plates that require certification to receive.

Transfer the following plate types:

- AMA with more than one record on system (or has a temporary re-base record on system)
- DMC = Disabled Motorcycle
- GLF = Golf Wisconsin
- MDH = Medal of Honor
- MUN = Municipal
- OFF = Municipal Official
- SOV = State Owned Vehicle
- VMC = US Veteran Motorcycle

Renewals in the following situations:

- Non-operation statement
- Chassis information on record

Error Messages

The following errors require manual processing by DMV:

Include a completed mail to DOT form when mailing application to be processed.

- TVRP Encountered-Unknown or Unpaid Judgments Exist
- Safety Responsibility Case Encountered
- Cancel – One of the Owners Listed Shows DWD Restrictions

If you issued a plate when pending the application and now you encounter a hard stop when completing the deal, contact APU for assistance.

Processing Tips

Plates:

- **Personalized and/or special plates:** When your customer wants special plates, issue regular plates to your customer and instruct them to apply for the personalized or special plates separately. If you have temporary plates, and your customer chooses, you may instead collect all fees (including the special plate fees) and send the application to WisDOT for manual processing.
- **Entering plate numbers into the system** WisDOT does not use the letter O in plate numbers. A zero should be used in place of the letter O. (AMA = Amateur Radio plates can/may have the letter O in the plate number.)
- **Calculating the proper weight for truck plates:**

Your customer should decide what weight plate they wish to have on their vehicle. They are the only ones who know how they plan to use the vehicle. It's the customer's responsibility to be properly registered.

- 4500 lb. plate = A sticker
- 6000 lb. plate = B sticker
- 8000 lb. plate = C sticker

Counts Towards Plate Weight	Does Not Count Towards Plate Weight
<ul style="list-style-type: none">• Actual weight of the vehicle• Passenger(s)• Any load in the vehicle• Any towing equipment on or in the vehicle• Full tank of gas	<ul style="list-style-type: none">• GVWR (gross vehicle weight rating)• Tongue weight of a trailer• Load on a trailer

- **Truck plate or auto plate?**
 - A truck plate is required for any vehicle with a pick-up truck type bed. This includes vehicles such as the Avalanche, Baja, Escalade EXT and Sport Trac.
 - Truck plates are optional on truck type vehicles such as vans and SUVs.
 - If more than half the space inside the vehicle is used for cargo, the vehicle should have a truck plate.
 - If more than half the space is used for passenger seating, the vehicle should have an auto plate.

Owner names:

- **Agents must use the current name on DMV records while processing title and registration applications (license plates and renewals)**
 - Start each transaction with a Social Security Number, Wisconsin Drivers license, or Federal Employee Identification Number (FEIN).
 - Effective November 17, 2005, because of increased privacy and identity theft concerns across the country, name changes or corrections for individuals will no longer be made when processing Title and Registration applications.
 - Customers must make all formal name changes or name correction requests in person at a DMV service center.
 - If they have already changed their name with us but the record shows the old name, they may contact DMV via e-mail: bur-veh-services@dot.state.wi.us (include driver's license number and date of birth) or telephone 608-266-1466.
 - Titles and registrations (license plates and renewals) with the new name are not needed immediately.
 - After the customer has completed the name change with DMV, it is not mandatory that they obtain title or registration documents with their new name. When DMV issues a subsequent title or registration to the customer, it will reflect the new name.
 - Customers may request a title or registration document with their new name. The fee is \$5 per vehicle at the DMV service center, or by mail at no charge, if only the customer name has changed.
 - Name change instructions for Wisconsin residents
 - First change name with Social Security Administration. Before coming to a DMV service center, obtain from the Social Security Administration a new Social Security card with the new name.
 - If they have a Wisconsin driver license or Wisconsin ID card, they must visit a DMV service center to obtain a new license or card. They will need to provide DMV with:
 - Proof of identity: current Wisconsin or other state's photo driver license or identification card or other proof of identity (document must identify the customer by name and bear the customer's signature or a readily recognizable photograph of the customer).
 - Proof of name and date of birth if applying for original WI license or ID card.
 - Marriage license or testament, or
 - Divorce papers, or
 - Court orders
 - DMV will issue a duplicate driver license for \$14. A duplicate ID card costs \$16.

- **Formatting owner name:**
 - The proper format for Jr. or Sr. is *Last name, First name, Middle Initial plus Jr./Sr.* (i.e. Jones Richard L Jr.).
 - Non-individual names should be formatted using the legal entity name. Examples: Madison City, D L Peterson Trust, Ann Jones Living Trust, etc. 'The' should not be used as part of the owner name. Examples: 'The Bruce Company' should be formatted as 'Bruce Company', 'The John and Jane Doe Trust' should be formatted as 'John and Jane Doe Trust'.
 - Last names with apostrophes are keyed with a blank space in place of the symbol.
 - Last names with a blank space are keyed with a blank space.
 - If a capital letter is in the middle of a last name but the applicant doesn't separate it with a blank space, key it without the blank space.
 - Apostrophes, blank spaces or capital letters in the middle of first and middle names are ignored and the name is keyed without spaces or symbols.

- **Trusts:** When a vehicle is purchased or sold by a trust, a *Trust Affidavit (MV2790)* must be completed by the Trustee and included with the application you send to DOT. Do not reverse trust name, or show trustee names. You may have to abbreviate the name in order for it to fit in the space available. Call APU for assistance in abbreviating the name of the trust, if necessary.

Trust abbreviations:

Estate = EST
 Family Trust = FMT
 Living Trust = LVT
 Trust = TST
 Date of Trust = DTD

Example:

Trust name on the MV2790 was completed as: John L. Christianson and Rebecca M. Christianson Trustees of the John L. Christianson and Rebecca M. Christianson Revocable Family Trust dated 12/6/04

Correct format: John L Christianson and Rebecca M Christianson Revocable Trust DTD 12062004.

- **Owner name on plate transfer:** When transferring plates, compare the owner of the plate on DMV's record to the owner name on the *Application for Title/Registration*. Add or delete names according to the information on the *Application for Title/Registration*. Refer to the plate transfer table to determine when a plate is transferable.

And/or conjunction: Check the *Application for Title/Registration* to determine the correct conjunction to be used between owner names.

- If no box or 'and' box is checked on the application, the conjunction must be 'and'.
- If 'or' box is checked, the conjunction must be 'or'.

When transferring plates, the conjunction may need to be changed from the prior record.

All owners must sign the application if the conjunction is being changed to 'or'.

The 'or' conjunction requires only one signature when the vehicle is sold. The 'and' conjunction requires both signatures when the vehicle is sold.

Addresses:

- **County** highway or road: do not use abbreviations such as Co, Cty, or CTH. The word *County* must be spelled out for mailing purposes. (Ex. County P).
- **# sign:** should be used if you have an address with an apartment number or a lot number. If you type in the abbreviation 'apt.' for the apartment number, or 'lot' number the system will automatically insert the # sign in place of 'apt', or 'lot'.
- **Post office box:**
 - Post office box alone is only permitted for businesses.
 - For individuals, the PO Box will be used to mail any items, but a street address is also necessary.
 - When using an address with both a street and PO Box, make sure the ZIP code used corresponds to the PO Box.
 - When both a street and PO Box number are given:
 - Key the street address in the first field.
 - Key the PO Box number in the PO Box field.
 - If the PO Box number is larger than 5 digits, it must be included in the first address field, after the street address. Ex. 321 North St PO Box 123456

Vehicle information: Make sure that the VIN on the *Wisconsin Title & License Plate Application* matches the VIN on the ownership document.

Loan information:

- **Secured party numbers:** A secured party number is required for every lender and must be completed on both the system and the application.
 1. If an application has no secured party number, check your processing system to see if a number exists for the same name and city. If a match exists, use the secured party number for processing. If no match, call the lender for the secured party number.
 2. If the lender has given you a secured party number, use that number even if the address and post office do not match what is on the application.
 3. If the lender doesn't have a secured party number or doesn't know their number, check both your regular and master secured party lists for the number. If you don't know how to find the master secured party list, contact the CVR help desk for assistance.
 4. If you are unable to find a secured party number for the lender, click on the following link <http://www.dot.wisconsin.gov/business/dealers/docs/appsfax.pdf> to print a Facsimile Transmittal form requesting a secured party number. Fax this form to the number listed on the form and Vehicle Records will fax the form back with a secured party number. You should receive a response within 24 business hours. Include the fax with the application to be imaged.
- **Lender name/address has changed:** The lender needs to call the Vehicle Records Unit at 608-266-3666 between the hours of 7:30 AM to 4:15 PM to change address or name information for their secured party number.
- **Errors in the lender area:** If a change is necessary to the secured party information on the *Application for Title/Registration* prior to finalizing the transaction, draw a single line through the incorrect information and write in the correct information.
- **Owner/lien holder:** An owner cannot also be a lien holder.
- **Number of lenders:** You may list up to two separate liens on the record.

Lien releases:

- **Financial and Dealer Agents *only***, do not need to hold applications waiting for lien releases from the lender. Processing your applications through the electronic MV11/MV12 allows you to certify that all liens shown on the Certificate of Title have been paid. Therefore you no longer need to send in the lien release cards. You must have:
 - Verified payment with the lender, or
 - Sent the lender a check for the full payoff amount, or
 - Electronically transferred the necessary funds to the lender

- **Non Financial and Non WI Dealer Agents**
 - Make sure the VIN, name of lender, and lender address on the lien release match the information on the title.
 - The following may be accepted as a release:
 - T084 (MV2076) Confirmation of Security Interest
 - Original does not have to be signed.
 - A photocopy is acceptable if it has an original signature and you have the title.
 - Paid stamp on title that has the name of the financial institution. A signature is not required.
 - A letter or statement from the lender that is on their letterhead, identifies the owner, and includes a full description of the vehicle, including VIN. You may accept a faxed copy only if it is faxed directly to you from the lender.
 - Handwritten paid notation with name of institution and signature are on title.

Brands:

- Any brand printed on a Wisconsin title will automatically carry forward to the new title.
- Wisconsin brands disclosed on the title or application must be entered into your system.
- Any notations or brands on an out-of-state title must be entered into your system.
- Any notations or brand that are not on your system must be sent in for manual processing.

Odometers:

- All sellers must record an odometer statement in writing on the title or dealer application (MV11).
- Only the seller can verify the mileage as '**actual**'. If the purchaser fills in the odometer reading in your presence, you must indicate on the title "completed by purchaser" and record the mileage as '**not actual**'.
- When '**Excess**' is indicated and the vehicle displays a five-digit odometer you must key 'Excess' for status. When '**Excess**' is indicated and the vehicle displays a six-digit odometer you must key '**Actual**' for status, as the mileage will not be in excess of mechanical limits until it passes 999,999 miles.
- Check out-of-state titles for the proper odometer status.
- Review all titles to insure a higher mileage reading is not disclosed on the title than you are representing the vehicle mileage to be. *If the disclosed mileage on the title is higher, use the higher reading.*
- Adding or deleting a co-owner is considered a transfer of ownership that requires an odometer mileage statement in writing and must be captured on the odometer screen.

- When the vehicle is 10 or more model years old, it is exempt from odometer disclosure.
- If processing an out-of-state title where there is no transfer of ownership, record the odometer reading and date printed on the title by the issuing state. (This applies to walk-in agents only).
 - If no status is shown on the out-of-state title, show status as actual and key the date the vehicle was purchased if shown or the date the title was issued.
 - If status is shown, enter mileage, status, and date as follows:
 - Key odometer and the purchase date of the vehicle, or;
 - If no purchase date, key record date, or;
 - If no purchase or record date, key issue date of title.
 - REMEMBER: You are recording the odometer at the time of sale, which previously took place. You should not be recording the present odometer mileage because this transaction is not a transfer of ownership.
- If you have any questions regarding odometers, contact APU.

Sales tax on out-of-state transactions – no transfer of ownership (walk-in agents only):

- A non-resident with an out-of-state title in their name who has moved to WI and is registering/titling in WI within 90 days of purchasing the vehicle must pay tax or show proof of tax paid. If full or partial tax has been paid to another state, direct the customer to have the transaction processed by DOT.
- A non-resident with an out-of-state title in their name who has moved to WI and is registering/titling in WI more than 90 days after purchasing the vehicle is exempt from paying sales tax in Wisconsin. Select a Sales Tax Exemption code of 'other' and enter 'over90' for the exempt reason.

Replacement titles:

- If processing a replacement title application, make a print out of the inquiry page prior to processing the transaction. Mail it with the completed MV application, in lieu of the title.
- Replacement titles must be mailed to the titled owner's address.

Repossessed vehicles:

- If currently titled in Wisconsin.
 - An MV2117 Repossession Application completed by the lender must be enclosed. The MV2117 *may not* be copied.
 - Make a print out of the inquiry page prior to processing the transaction and include it with the application in lieu of the title, if the title was not surrendered.
- Transactions for vehicles with an out-of-state title should be mailed for manual processing unless your transaction is a WI dealer sale.

Motorcycle/moped transaction guidelines:

- **Processing:**

- Only motorcycles manufactured for highway use may be titled in Wisconsin. Applications for dirt bikes or cycles manufactured for off-road use must be refused.
- If your transaction is not a Wisconsin dealer sale and the ownership document is an out-of-state title or Manufacturer Certificate of Origin (new vehicle), the customer must indicate on their application that the cycle was manufactured for highway use and displays a Federal Certification label.
 - If your printed application does not contain the motorcycle/moped highway use certification statement, have your customer complete their statement on an MV1 form and include the statement with your paperwork.
- Odometer requirements for motorcycles are the same as for autos and light trucks. (Vehicles 10 or more model years old, and mopeds are exempt from odometer disclosure.)
- The initial titling of a replica motorcycle must be mailed for manual processing.

- **License plates:**

- Motorcycle and moped plates have a two-year fixed expiration date of April 30th of even numbered years.
- The plate fee is \$23.00 for two years. Your processing system will automatically prorate the registration fees due based on the date of operation.
- The month (April) and year decals for cycle plates are the same as the corresponding auto and light truck month and year decals.
- Order license plates in multiples of 25.
- Motorcycle plates belong to the owner and may be transferred to a different cycle. (The same plate transfer rules that apply to autos and light trucks apply to cycles).
- Moped plates belong to the vehicle and are not transferable.

Errors and Resets (Deletes)

If an error was made on a completed transaction it can be reset or deleted, before 8:00 p.m. on the **same day** it is completed or finalized.

- Click on the following link <http://www.dot.wisconsin.gov/business/dealers/docs/sample-reset.pdf> to print and complete an MV2412 Title Number Accounting form to include in your bundle in place of the reset application.

'OR'

- Place a blank original application form (MV1, MV11, or MV12) in place of the reset application and write reset across the front of it. Write the title number that was reset in the upper right hand corner of the blank application form.

If you discover an error and cannot reset/delete the application contact APU immediately for assistance in correcting the error.

Mailing Work Processed

1. Print the **daily** bundle report.
2. On the application:
 - a. Write the **new title number** on the Title & License Plate Application in the upper right corner using blue or black ink. The new title number prints on the bundle report. Previous title numbers should not be written on the application.
 - b. If plates were issued, verify the plate number is written on the Title & License Plate Application in the upper right corner using blue or black ink.
 - c. Do not write within ¼" of the bar code. The bar code alerts our document scanner to a new application. Writing in this area disables this function.
3. Prepare the paperwork for mailing:
 - a. Place bundle report on top.
 - b. The application for the first title transaction on the bundle report should be placed directly behind the report. (Only one application should be enclosed for each transaction).
 - c. Place the title or MSO behind the application. Tear off the Certificate of Registration if still attached to the Wisconsin title.
 - d. Place any other paperwork, such as a lien release or statement of intent, after the title.
 - e. Continue steps b through d for the remaining transactions processed on that bundle report.
4. Remove all staples and paper clips when mailing in work.
5. Do not enclose notes to DOT in the bundle. Agents who discover an error should contact APU for assistance. The incorrect application must still be sent to DOT with that day's work.
6. Using the yellow mailing label, mail the bundle report and the appropriate paperwork the business day after the transaction is finalized. Write the last title number listed on the bundle report on the mailing label.
7. To ensure that the report and applications are mailed in a timely manner, all agents should have a backup who is able to print the report and submit the applications.

Fees/Checks: Never send checks with your bundle report. If you find that fees charged by the system are incorrect, such as the wrong gross weight plates being issued, contact APU. If a customer makes out a check to Registration Fee Trust instead of your agency, you must obtain a new check from the customer.

APU Contact: When a member of the APU contacts you for missing documents, it is vital that you send them immediately.

Mailing Tips

1. Add your agent name and address to the outside of the envelope.
2. Applications must be mailed the day after completion to avoid delays in imaging.
3. When your agency has more than one terminal I.D. at the same location, you may mail all the work in one envelope provided the applications and report(s) are for the same day. Put each terminal's application(s) in individual envelopes with a yellow mailing label on the outside of the envelope. Place them together in one envelope with the last title number from each terminal written on one yellow mailing label.
4. Never enclose notes or send uncompleted work with your bundle report. You may return plates in the bundle report envelope.
5. Make sure the title number written on the yellow mailing label is legible. Letters and numbers such as S and 5, U and V, G and 6, and B and 8 are hard to decipher, so please take extra care when writing these characters.

Renewal Processing Guidelines

1. Do not renew a license plate more than 180 days in advance. You can renew a plate for more than one year. However, if the vehicle was out of operation for one full registration year you will need to refer the customer to DMV. A renewal with a non-operation statement must be processed by DMV.
2. If you come across a record with an error message that indicates one of the following, you must mail the application in for manual processing: TVRP, SR, IMSUS. Mail the renewal notice along with a check made payable to: Registration Fee Trust.
3. The following plates types can be renewed on your system:
 - AMA = Amateur Radio (if only one plate record exists)
 - AUT = Auto Plates
 - CLS = Collector Special
 - CVG = Civilian Group (Civil Air Patrol, EMT, and Rescue Squad)
 - CYC = Motorcycle Plates
 - DIS = Disabled Plates
 - DUK = Ducks Unlimited
 - END = Endangered Resources
 - FRF = Firefighter
 - FRM = Farm Plates (12,000 pounds)
 - GLF = Golf Wisconsin
 - GST = Gold Star Family
 - HEG = Higher Education Group (University)
 - HEM = Higher Education (Madison Campus)
 - KID = Celebrate Children
 - LTK = Light Truck Plates (Private operation 8,000 lbs or less), including Dual Purpose Farm and Dual Purpose Vehicle plates
 - MGP = Freemason, Laotian Vet
 - MLG = Military Group
 - MPD = Moped Plates
 - PAK = Packer
 - SES = Sesquicentennial
 - SPT = Wisconsin Salutes Veterans
 - VET = Disabled Veteran Parking
 - WHF = Women's Health Foundation
 - WNG = Wisconsin National Guard
 - HTK = Heavy Truck Plates (private operation with annual expiration, 10,000 to 54,000 lbs. and For Hire operation with annual operation, 4,500 to 54,000 lbs. If interested in renewing HTK plates, contact APU to order proper validation stickers)

4. Substitute renewal documents include: MV2016 Substitute Renewal Notice, a previously issued Certificate of Registration, a print out of the plate record before the transaction is processed, or any other document which includes the plate number.
5. Verify that the vehicle, plate number, and owner name listed on the renewal notice or substitute renewal document matches what is displayed on the processing system. The owner/lessee name cannot be changed on a renewal transaction.
6. Compare address on the renewal notice or substitute renewal document with the address on the processing system. Change address, county vehicle kept in, and city/village/town vehicle kept in if needed. Do not abbreviate the word 'County' in the street address. If the customer lives in an apartment, list the apartment number with a number sign (Ex. #3, #R). If the customer has a PO box they must still provide their street address. When using an address with both a street and PO Box, make sure the ZIP code used corresponds to the PO Box.
7. If the registration being renewed is subject to a \$10 late renewal fee, the late renewal fee will automatically be included on your fee screen.
 - Non-operation: Any plate that has been out of operation for a full registration period or longer, cannot be done through your system. Customer must mail their renewal into DOT or go to a full service DOT Customer Service Center.
8. Vehicles registered as automobiles and light trucks that are kept in the city of Beloit or St. Croix County are subject to a wheel tax at time of renewal. The DMV system will automatically calculate the correct fees for the wheel tax.
9. Print the certificate of registration and have the customer verify that the information printed on the registration card is correct. (Name, vehicle, address, expiration year). If information is correct, hand the Certificate of Registration and year sticker to the customer. (They should only receive one sticker, to be placed on the back license plate). If a new plate is being reissued by DMV, give the customer the Certificate of Registration but no year sticker. The new sticker will come with the plates.
10. Someone other than the owner/lessee of the vehicle can renew the plate and be handed the sticker and Certificate of Registration.
11. If an error was made or wrong plate was renewed, you must **reset** the transaction the same day it was completed prior to 8:00 p.m. If you have already issued a sticker and the Certificate of Registration to the customer it is your responsibility to get them back.

12. If a customer comes back at a later date with the Certificate of Registration and states that the incorrect plate number has been renewed, contact the AP Support Unit for assistance. If the customer returns without the Certificate of Registration, print a copy of the bundle report for the day the customer states they renewed their plate. Check if any plate number on bundle report is similar to your customer's plate number. (Example: ABC123 on report and customer has plate number ACB123). Contact APU for assistance.

Plate Transfer Table

PRESENT OWNER OF PLATE	TRANSFER THIS PLATE TO ...	OK TO TRANSFER?
Family Situations		
Spouse	Spouse	Yes
Joint ownership	One of the original owners	Yes
Single owner	Joint owners (one is original owner)	Yes
Individual	Family member	No
Lease Situations		
Leasing company with lessee	Different leasing company, same lessee	Yes
Individual	Leasing company with same individual as lessee	Yes
Leasing company with individual as lessee	Individual who was lessee	Yes
Company name	Leasing company with owner of company as lessee	Yes
Leasing company with a company as lessee	Owner of company that was lessee	Yes
Leasing company with spouse as lessee	Spouse of lessee	Yes
Company Situations		
Sole owner of company	Company	Yes
Company	Sole owner of company	Yes
Partnership	One of the partners	Yes
Corporation	Individual who is owner of corp.	Yes
Corporation	Different corporation	No
Trust Situations		
Trust (MV2790 required)	Individual who has interest in trust	Yes
Individual with interest in trust	Trust (MV2790 required)	Yes

PLATE FEE CHART

MOTORCYCLES (CYC) AND MOPEDS (MPD). Registered biennially and expire in April of even numbered years. To use this fee chart, find the year and month to determine the prorated fees.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Even Year	3.83	2.88	1.92	0.96	23.00	22.04	21.08	20.13	19.17	18.21	17.25	16.29
Odd Year	15.33	14.38	13.42	12.46	11.50	10.51	9.58	8.63	7.67	6.71	5.75	4.79

FARM TRUCKS. Not eligible for quarterly or consecutive monthly registration.
Farm Truck (FRM) 12,000 Gross Weight Truck. Biennial registration expires in February of even numbered years.

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Even Year	45.00	43.13	41.25	39.38	37.50	35.63	33.75	31.88	30.00	28.13	26.26	24.38
Odd Year	22.50	20.63	18.75	16.88	15.00	13.13	11.25	9.38	7.50	5.63	3.75	1.88

Wisconsin DOT Vehicle Color Choices

Color	Abbreviation	Color	Abbreviation
Amethyst	AME	Green Light	LGR
Beige	BGE	Lavender	LAV
Black	BLK	Maroon or Burgundy	MAR
Blue	BLU	Mauve	MVE
Blue Dark	DBL	Multicolor	MUL
Blue Light	LBL	Orange	ONG
Bronze	BRZ	Pink	PNK
Brown	BRO	Purple	PLE
Camouflage	CAM	Red	RED
Chrome or Stainless Steel	COM	Silver or Aluminum	SIL
Copper	CPR	Tan	TAN
Cream or Ivory	CRM	Taupe	TPE
Gold	GLD	Turquoise	TRQ
Gray	GRY	White	WHI
Green	GRN	Yellow	YEL
Green Dark	DGR		

Vehicle Types and Body Styles*

Description	Vehicle Type	Body Style
Convertible	Auto	CV
Coupe	Auto	CP
Stationwagon	Auto	SW
2 Door Sedan	Auto	2D
3 Door Sedan	Auto	3D
4 Door Sedan	Auto	4D
Motorcycle	Cycl	CY
Moped	Cycl	MP
Pick Up	Truk	PK
Sport Utility Vehicle	Truk	UT
Van	Truk	VN

If you cannot determine the correct body style, choose the one which best describes the vehicle. The body style will be automatically corrected when the next update to the VIN consistency program occurs.

*This is an abbreviated list of the most commonly used vehicle types and body styles.