



**APPS
AGENT
INFORMATION**

NFC

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.

NFC Help Desk: For questions related to the NFC processing system, contact the support team at 414-289-9140 or 800-515-3542. Hours are Monday through Friday from 8 am - 5 pm. After 5 pm on weekdays and on weekends, call 1-888-233-7395 PIN 1926053.

Agent Partnership Unit (APU): For questions related to the completion of license plate renewals, contact APU between the hours of 7:30 am to 4:30 pm, Monday through Friday.

Please feel free to browse our Web site for additional information regarding various license plate types, registration periods, fees, or forms that may be required for titling applications at: www.dot.wisconsin.gov.

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

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 will not be able to process the transaction for the customer: TVRP, SR, IMSUS. Mail the renewal notice along with a check made payable to: Registration Fee Trust.
3. 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 (includes 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 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 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

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. **Address:** Compare the address on the renewal notice or substitute renewal document with the address on the processing system.
 - If needed, change the address the county vehicle is kept in, and city/village/town vehicle is kept in.
 - **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.
7. Process by plate number only; do not process by VIN or title number.
8. 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.

9. Vehicles registered as automobiles and light trucks that are kept in the city of Beloit or St. Croix County are subject to a municipal wheel tax at time of renewal. The DMV system will automatically calculate the correct fees for the wheel tax.
10. Print the certificate of registration and have the customer verify 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.
11. Someone other than the owner/lessee of the vehicle can renew the plate and receive the sticker and Certificate of Registration.
12. 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.
13. 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 APU 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 the bundle report is similar to your customer's plate number. (Example: ABC123 on report and customer has plate number ACB123). Contact APU for assistance.