

Supporting Document Upload User Guide

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Introduction

Beginning 12-15-2020, dealers and agents that electronically process title transfers, replacement titles and repossessions in eMV PARTNER or a vendor system have the opportunity to upload completed transaction documents. Vendor organizations that also process title transactions will also have the opportunity to upload completed transaction documents until this capability is available in their chosen vendor system. If you use a vendor system, contact your vendor to find out when this feature will be available in your vendor system.

eMV PARTNER provides an opportunity for your organization to submit your completed transaction documents electronically in lieu of mailing them. If your organization is currently not utilizing the supporting document upload feature, you're required to affix a yellow mailing label to an envelope and mail your completed transaction documentations the next business day after processing (see more information about the yellow mailing label in section 7.4 – Mailing Tips of the [Training Resource](#)). The supporting document upload feature streamlines your operations and allows you to electronically submit the transaction's documentation after completing the processing. You'll simply scan the documents (both sides) and upload them in eMV PARTNER. After uploading, the images will be archived by WisDOT in accordance with Wisconsin's record retention laws. This feature is beneficial to your organization as it will reduce:

- Postage costs
- Probability of documents being lost in the mail
- Probability of documents resulting in missing work

Documents, fees, and a Mail to DOT form ([MV2132](#) WI Dealer and other agents or [MV2142](#) Secured Party) for transactions unable to be processed electronically will still need to be mailed in for manual processing.

Affected Transaction Types

What transactions must either be scanned/uploaded or mailed to WisDOT with the daily bundle report and yellow mailing label?

- Applicable transaction types
 1. Title transfer – plate to transfer or new plate
 - The following processing types
 - Title Registration WI Dealer Sales
 - RV Title Registration WI Dealer Sales
 - Trailer Title Registration WI Dealer Sales
 - Title Registration for Private Sales and/or Non-WI Dealer Sales
 2. Title transfer – title only
 - The following processing types
 - Title Registration WI Dealer Sales
 - RV Title Registration WI Dealer Sales
 - Title (Auction)
 3. Replace title
 - The following processing types
 - Title (Auction)
 4. Replace title + add lien
 - The following processing types
 - Secured Party
 5. Repossess vehicle
 - The following processing types
 - Secured Party
 - Title (Auction)

The above can also be found in section 7.3 – Submitting Completed Transactions in the [Training Resource](#).

Rules for Managing Original Document/Record Retention

Organizations are required to securely maintain all title transactions documents in accordance with the Record Retention section within [BVS701 Program Standards APPS](#) & [BVS702 Program Standards eMV PARTNER](#). A summarization of that information is as follows:

An agent must maintain records of title transaction documents (original or electronic – see below) securely for five years.

- Wisconsin dealers
 - Store either the original documents or maintain electronic copies (original documents must be securely destroyed)
- Other title processing agents
 - Maintain electronic copies (original documents must be securely destroyed)

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Agents must maintain original records for stand-alone add lien/remove lien transactions securely for 60 days, at which time the original documents must be securely destroyed.

This record retention requirement is necessary to help DMV assist you with auditing and correcting records.

Scanning Documents

Each transaction's documents must be scanned and uploaded as a single PDF.

If you have uploaded completed transaction documents in eMV PARTNER, do not mail the documents to WisDOT with a yellow mailing label. Follow the above record retention instructions.

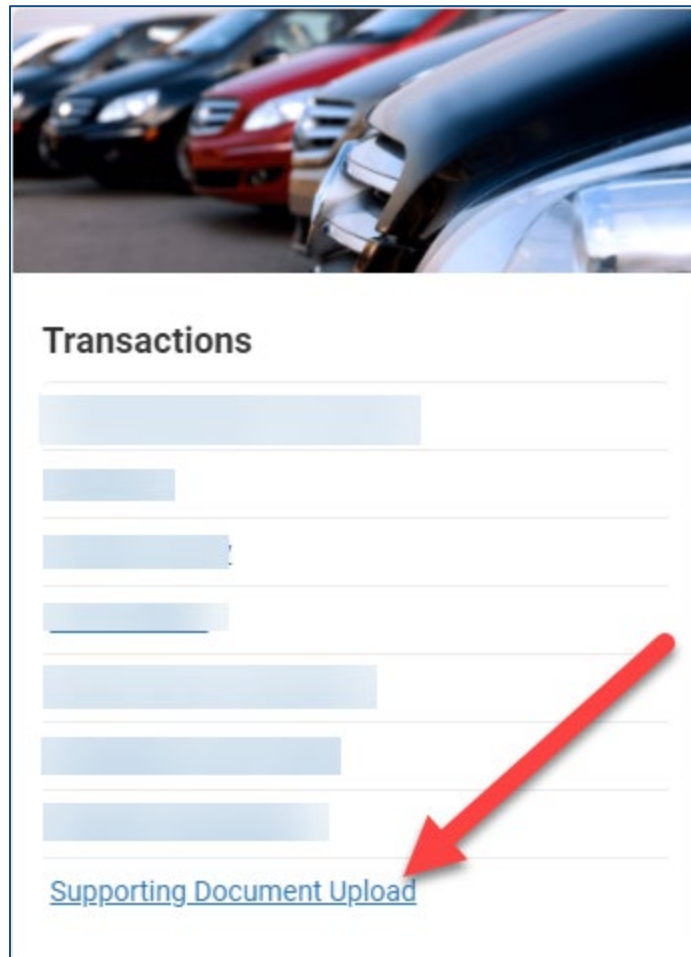
If you choose to upload documents, it is important that you upload documents for all completed transactions on a given day if possible. If some transaction documents are uploaded, any other completed transaction documents that have not been uploaded for that day, and have not be reset, will result in the transaction being flagged as missing work.

When scanning documents:

- **Scan ALL sides of each original completed/signed document**
 - There should be a minimum of four pages scanned
- Scan completed documents in the following order
 - Main application - one of the following
 - Make sure the title number from the completed transaction is present on the top/right of the application
 - MV11 – WI Title & License Plate Application
 - MV1 – WI Title & License Plate Application
 - MV2119 – Replacement Title Application
 - MV2117 – Repossession Application
 - Source document – one of the following
 - WI Title
 - Non-WI Title
 - WI dealers only
 - MCO-MSO
 - MV2690 – Power of Attorney/Vehicle Odometer Disclosure
 - Other required documents
 - Inquiry print
 - To accompany the MV2690 (when the title is held by the lien holder)
 - Replace Title or Replace Title + Add Lien
 - Repossess Vehicle
 - Lien release
 - MV2790 – Trustee Statement for Certificate of Title
 - MV2627 – MV1/MV11 Add Driver(s) Addendum
 - Etc.

Uploading Documents

1. Documents are only up loadable as a PDF
 - a. See the Adobe Acrobat PDF files (.pdf) section - [Software information page](#) on the WisDOT website
2. Log into eMV PARTNER at emvpartner.wi.gov under your assigned Terminal ID
3. Ensure you have the correct role
 - a. eMV PARTNER organization users must have the “Upload Completed Transaction Documents” role
 - b. Vendor organization users must have the “App Agent Processor” role
 - c. See instructions for adding roles: emvpartner.wi.gov/adduser
4. Select the “Supporting Document Upload” link under “Transactions”



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5. Enter the VIN, completed title number, or Date and select Search
 - a. Only applicable transactions (see [Scanning Documents](#)) completed during the [upload deadline](#) will appear on this page
6. Select the Upload button for the transaction you want to upload completed/scanned transaction documents

PARTNER TEST WI DEALER - DU69 partnerwams1

Supporting Document Upload

Search By Required
Date

Date Required
11/15/2020

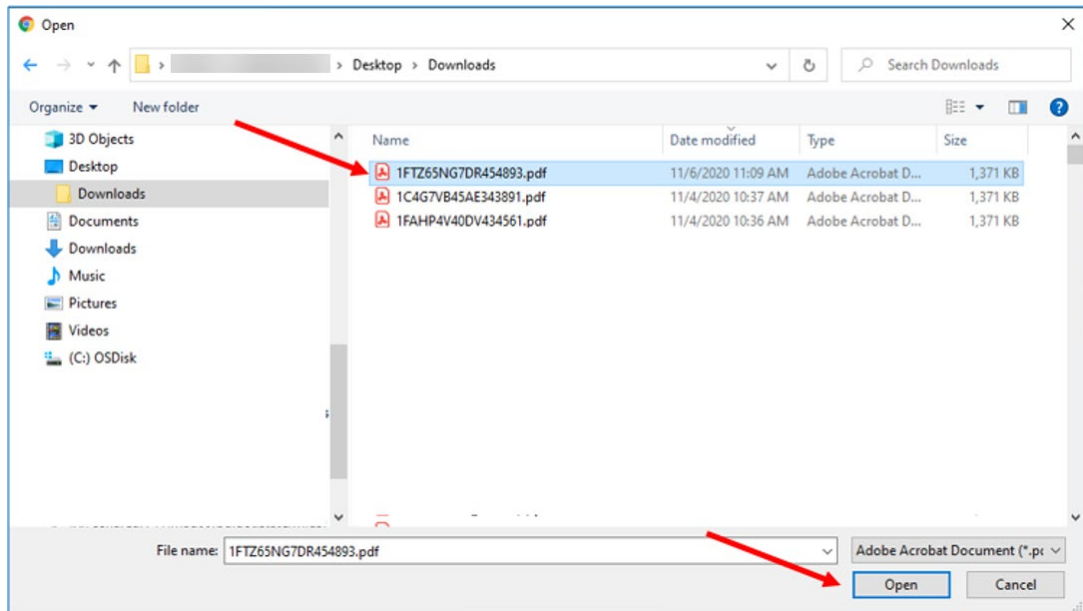
Search

Search Results:

Date	Title Number	VIN	File Name	Actions
11-15-2020, 11:48 AM	20320DU690017	1FTZ65NG7DR454893		Upload
11-15-2020, 11:51 AM	20320DU690022	1C4G7VB45AE343891		Upload
11-15-2020, 11:56 AM	20320DU690035	1FAHP4V40DV434561		Upload

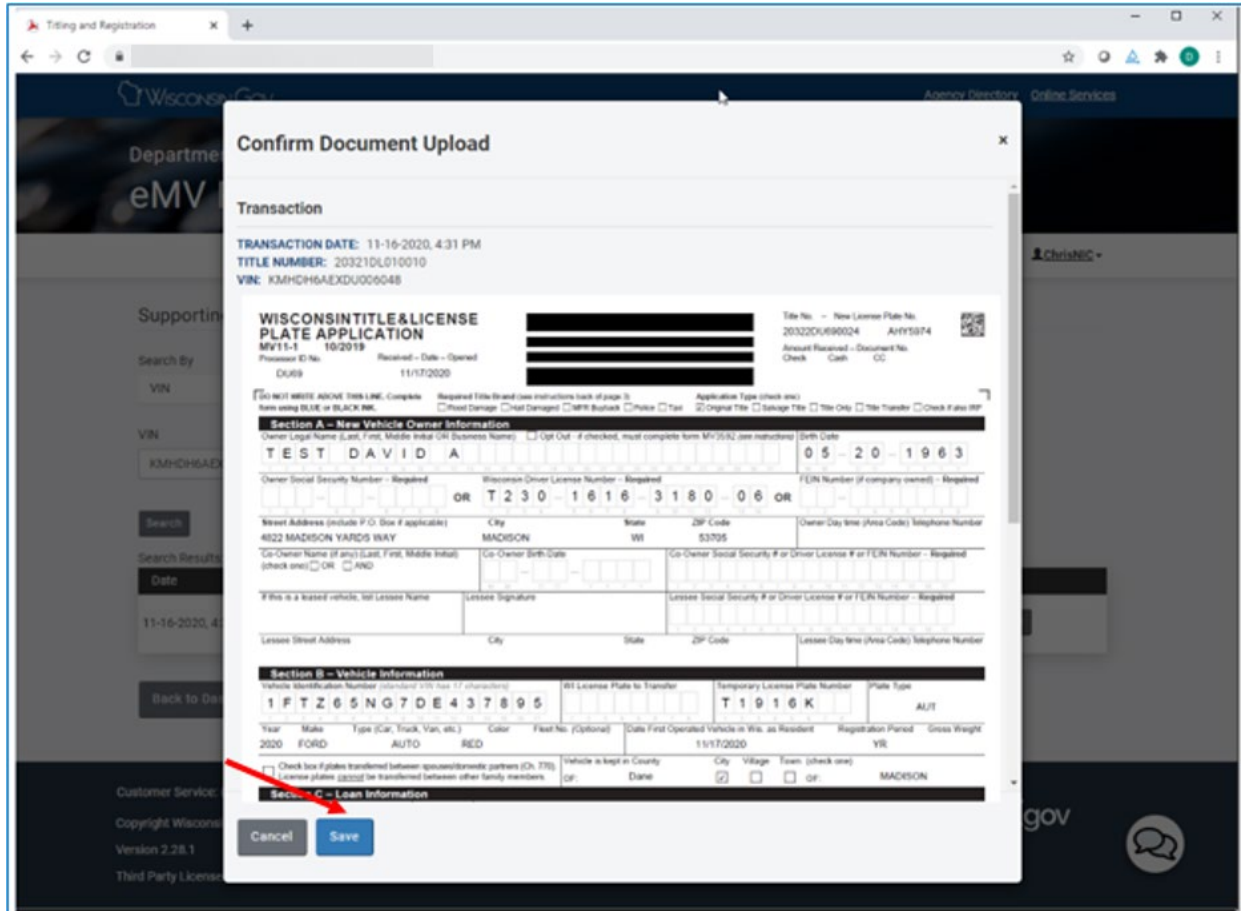
Back to Dashboard

7. Locate and select/open the saved PDF file of the transaction documents on your computer
 - a. Note: Each computer may have a different way of locating/opening scanned documents



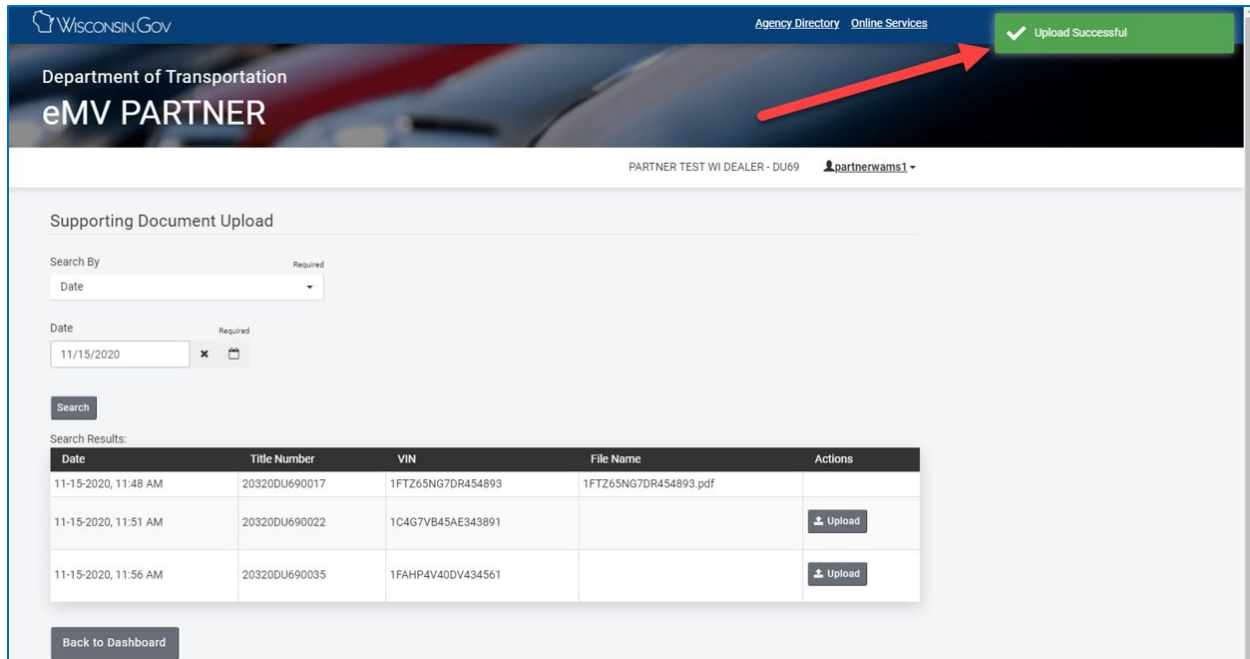
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8. A Confirm Document Upload pop-up modal will appear along with a transaction date/title number, VIN, and preview of the documents being uploaded; it is important to review the documents before submitting them for upload to ensure the documents are the correct documents as well as legible; if after reviewing you find the documents being uploaded are correct and legible for the selected transaction, select Save; otherwise, select Cancel



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9. You will receive an “Upload successful” message, and a File Name will appear



Upload Completed Transaction Documents Deadline

You will have until midnight the business day following the completion of a transaction to upload documents. Business days are considered Monday through Saturday for uploading purposes. If you have submitted an upload and realize the documents were incorrect or not all applicable documents were uploaded:

- Before 8PM day of transaction
 - Reset transaction
 - Re-process transaction
 - Upload correct documents
- After 8PM day of transaction
 - Do not reset transaction
 - Mail correct transaction documents to WisDOT using yellow mailing label

Example:

- Transactions completed on Monday, 11/16/2020
- Users have until 11:59 p.m. (midnight) on Tuesday, 11/17/2020 to upload documents for the completed transactions

Resetting Documents

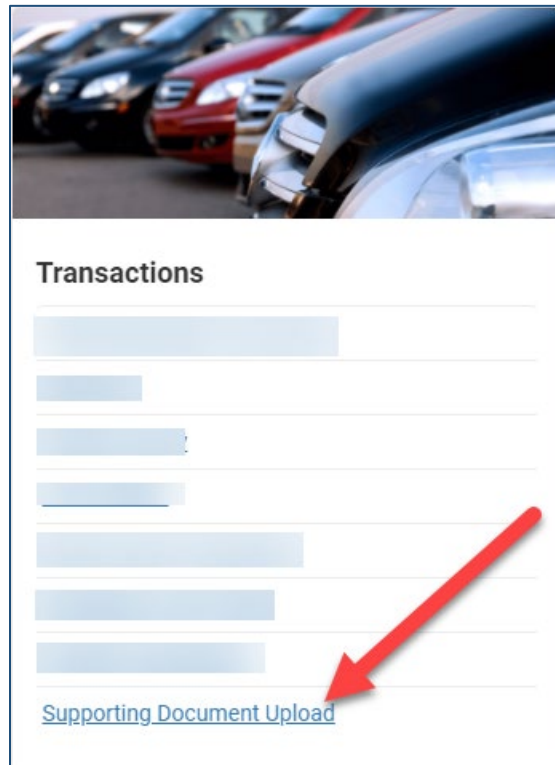
Instructions for resetting a transaction can found [here](#)

Once a transaction is reset, if you have uploaded any completed transaction documents for a given, day, you no longer need to print the generated MV2412 Reset document, since you are no longer mailing in daily bundles of completed work.

If you are not uploading transaction documents for a given day, you must print the MV2412 and include in your bundle to send to WisDOT.

After the transaction has been reset, you **must** use the following steps to submit an MV2412 Reset document (failure to upload the reset document when documents for other transactions have been uploaded for a given day will result in a missing work letter for the rest transaction):

1. Select the Supporting Document Upload link from the dashboard



2. Enter the VIN, completed title number, or Date and select Search
3. Select the Upload Reset Form button

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Supporting Document Upload

Search By Required
Title Number

Title Number Required
20328DU690042

Search

Search Results:

Date	Title Number	VIN	File Name	Actions
11-23-2020, 11:25 AM	20328DU690042	1FTZR5754GH565895		Upload Upload Reset Form

Back to Dashboard

4. After selecting the Upload Reset Form button, a File Name will now show for the reset
 - a. The MV2412 reset form has now been sent to WisDOT for imaging

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Supporting Document Upload

Search By Required
Title Number

Title Number Required
20328DU690042

Search

Search Results:

Date	Title Number	VIN	File Name	Actions
11-23-2020, 11:25 AM	20328DU690042	1FTZR5754GH565895	Reset:65959203282	

Back to Dashboard

Note: If you have already uploaded transaction documents and determine the transaction needs to be reset, once the transaction is reset, you will not be required to follow the above steps. For this scenario, a reset document will automatically be submitted electronically to WisDOT.

Upload Reset Transaction Documents Deadline

Users have until midnight the business day following the reset of a transaction to upload the MV2412 reset document.

Example:

- Transaction completed on Monday, 11/16/2020

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- Users have until 11:59 p.m. (midnight) on Tuesday, 11/17/2020 to upload documents for reset transactions

Reset Deadline

Resetting completed transactions must be reset by 8:00 p.m. on the day the transaction was completed.