

# PARTNER Press

Your source for titling and processing information  
from DMV's Dealer and Agent Section



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## Make sure to complete pended transactions on time



Beginning 6/30/2022, transactions pended for more than 30 days will prevent an organization from processing any new transactions. If, after reviewing your pended transactions you are unable to complete/reset them, email our Agent Partnership Unit at [agentpartnershipunit@dot.wi.gov](mailto:agentpartnershipunit@dot.wi.gov).

EMV PARTNER users can find instructions on how to reset/cancel a transaction [here](#). Vendor users should contact their vendor provider for information on how to complete or reset pended transactions.

Organizations that electronically process transactions have the ability to pend or “begin” a transaction without completing it and the transaction will remain in that state until the processing organization returns to either reset or complete it.

All transactions must be completed within 7 business days of the sale or receiving the transaction documents. Organizations that leave transactions pending greater than 14 calendar days will receive notification through their processing software. **Organizations that leave transactions pending greater than 30 calendar days will be restricted from starting any new transactions until the offending transactions have been either reset or completed.** This will not include transactions that have been identified as lease buyout transactions during processing.

14-day message:

***organizationname with terminal ID terminalID has 1 or more transactions that are pending for 14 or more days. Wisconsin law requires all transactions be completed within 7 business days. Failure to complete or cancel those transactions may result in disciplinary action.***

30-day message:

***organizationname with terminal ID terminalID has 1 or more transactions pending for 30 days or more. You are not allowed to begin a new transaction until all delinquent transactions have been completed.***

## Quarterly Dealer Processing Training



The WisDOT Dealer & Agent Section will provide a quarterly training on how to electronically process title and registration paperwork. The training session will be grouped into 3 areas and cover the following:

- Processing Basics (All processors/users)
  - Common Errors
  - Frequently Asked Questions
- eMV PARTNER Website (All processor managers/users)
  - Organization Management
- eMV PARTNER Processing (non-Vendor users)
  - PARTNER basics
  - System capabilities

- Processing demonstrations

The next training session is from 1–3PM CST on Thursday, July 28. The format of the training session will be virtual, via Microsoft Teams.

Below is the link to join the live training session. You may join at any time during the session.

## Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

### Request for manual processing (MV2132)

DMV requires the [MV2132 Request for Manual Processing](#) form to be included when a dealership walks in an application to a DMV Customer Service Center or mails in an application for DMV to process.

Without submitting this form, it is unclear if your dealership is unable to process the application electronically. For mailed-in applications, the dealership may be liable for the \$15 processing fee as well as the \$50 surcharge fee (Trans 141). For applications that are walked into a DMV Customer Service Center, your dealership representative will be turned away if a MV2132 form is not included with the paperwork. This includes the scenario of a title only issuance in your dealership's name.

Dealers can receive a title-only in their name in limited circumstances. Please refer to Trans 154.13 for a list of eligibility requirements for a title-only issuance in your dealership's name. Remember, if the retail sale is to a Wisconsin customer, the MV11 Title and Registration application can be used for the last reassignment when all reassignments are full on the title.

When submitting title and registration applications that you cannot process or when walking them into a DMV Customer Service Center, you must include the following:

- MV11 Title and Registration Application
- Title

- MV2132
- Any other supporting documents
- Fees

Please be sure the MV2132 form is filled out completely in both scenarios. If the reason that the application cannot be processed is not listed on the form, you must check the “other” box and include a detailed description and/or a screen print of the error message you received when attempting to process the application on your electronic processing system.

## Quarterly Report

The following numbers have been generated from the Dealer and Agent Section (DAS) Quarterly Report. This data is from the **fourth quarter** of the fiscal year beginning July 2021 (April through June 2022).

### Electronic Title and Registration Processing

Dealers and agents processing titles and/or registration electronically.

Activity	Fourth Quarter
Renewal agents	1,330
Title and lien agents (includes dealerships)	6,002

### Electronic Title Delivery

Lenders receiving electronic title records.

Activity	Fourth Quarter
Lenders	1,163

### Emissions Inspection Facility Audits

Activity	Fourth Quarter
Audits	187

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