

## SECTION 1 - PROGRAM DESCRIPTION

### 1.1 *Definitions*

1. **Authorized User (AU)** An employee or principal of the partner organization who is authorized, pursuant to procedures adopted by the Wisconsin Division of Motor Vehicles, to file registration information/renewals electronically via the electronic Motor Vehicle Fleet program (hereafter referred to as eMV Fleet).
2. **User Organization:** An organization or individual that chooses to enroll in and submit renewals through the eMV Fleet System.
3. **Customer Contact** – Primary contacts for a particular fleet. These contacts will receive email notifications
4. **Manager Contact** – Contacts of fleet managers. These contacts will also receive email notifications
5. **Wisconsin Division of Motor Vehicles (DMV)** The Wisconsin Division of Motor Vehicles which governs the registration and issuance of indicia pursuant to Wisconsin law and regulation.
6. **eMV Fleet:** An approved program which allows access to Wisconsin Division of Motor Vehicles files for the electronic transmission of registration data. A self-service option for electronically submitting renewal applications
7. **Electronic Fund Transfer (EFT)** The transfer of money which is accomplished electronically.

## SECTION 2 - POLICIES AND PROCEDURES FOR USER OPERATION

The Wisconsin Division of Motor Vehicles may designate and appoint a user organization, for the purpose of using the eMV Fleet System to access and update the vehicle registration database with the Wisconsin Division of Motor Vehicles, subject to applicable state and local law and the Program Standards.

## 2.1 **Inventory Security**

The user organization is required to stock stickers.

1. **Methods to Secure Indicia.** The user organization must have established procedures to ensure the security of stickers. Stickers must be secured in a locked area during non-business hours. Stickers that are not being used on a particular business day must also be kept secured in a locked area. The user organization is responsible for the security of the work center and its contents.
2. **Access to Inventory.** Only authorized users are allowed access to the inventory. The user organization must collect all keys to secured inventory areas from an employee when that employee is no longer endorsed by the user organization.
3. **Stickers**
  - a. User organizations are responsible for reordering stickers and in what quantity and type. Users should request a reasonable amount of each type of sticker with consideration to the amount of registration plates and plate types they will renew and stock no more than a year's supply. Users should place their sticker orders using the eMV Fleet ordering system to maintain the proper supply of stickers. The user should plan for a two week turnaround for reorders.
  - b. Contact the DMV License Plate and Postal Services Unit at 608-266-1473 if you do not receive inventory after 2 weeks or if you discover a large number of stickers has gone missing.
4. **Adjustments to inventory for errors, cancellations etc.**
  - a. If a sticker has been placed on a vehicle and the renewal is canceled after the vehicle has been operated on the road, contact the Agent Partnership Unit at 608-266-3566 to find out if the Certificate of Registration or other documents need to be returned to DMV.
5. **Returning Inventory.** If a user organization cancels the agreement with DMV, the following steps must be followed;
  - a. Notify DMV by calling 608-266-3566 that the agreement is being canceled and give the termination date. All roles for all authorized users must be canceled using the eMV Fleet User Application and Authorization Form.
  - b. Return bulk sticker inventory with an explanation of any discrepancies to:

License Plate and Postal Services Unit  
4802 Sheboygan Ave. Room 87A  
Madison, WI 53705

## **2.2 Service and Product Specifications**

1. **User Authorization.** An Authorized User must complete a User Application and Authorization Form for every person who will be authorized to work on the system. Signing this form indicates that each new user or role added is familiar with and will comply with the Program Standards. Notify DMV of any new authorized user or the removal of any authorized user.
2. **ACH payments.** The User is responsible for maintaining account information and balance for all transactions processed on behalf of their organization. The user organization may be responsible for any fees incurred for an overdraft of their ACH account. The user organization's privilege to participate in the program may be denied or revoked immediately if DMV does not receive full ACH payment.
3. **Creation/Renewal of a Fleet.** The user organization must add at least one Customer or Manager Contact in order to create a fleet. Renewal notices for vehicles in the User Organization's fleet will only be sent via the Contact email. The user organization will maintain these contacts at all times to ensure proper notification of vehicles eligible for renewal through eMV Fleet

## **2.3 Confidentiality and Security of Inquiry Information**

In addition to the requirements for Confidentiality and Security outlined in the contract, the user organization shall adhere to all State and Local laws, rules and provisions as they relate to the confidentiality and security of information.

The user organization shall inform all authorized users of their duties and responsibilities and require them to read the Program Standards and eMV Fleet User Application and Authorization Form.

## **2.4 Prohibited Acts**

Any user or user organization's privilege to participate in the program may be denied or revoked by the department on the following grounds:

- The DMV has reasonable cause to doubt the compliance of the user organization with any provisions of the written agreements used for the eMV Fleet Program or the performance of any obligations under the written agreements of the Program Standards, or WAMS sign-up.
- Willful misuse of the eMV System or stickers issued to the user organization.

## **SECTION 3 - POLICIES AND PROCEDURES FOR SYSTEM OPERATION**

### **3.1 System Security**

**The need to *Authenticate*.** Each user of eMV applications must have a unique Wisconsin User ID, also referred to as a WAMS logon ID. A password known only to the user is associated with the USER ID before a transaction is allowed.

## **SECTION 4 - ENFORCEMENT AND PROHIBITED ACTS**

User organizations will be subject to progressive enforcement, and ultimately termination of system access, for failure to abide by the Program Standards or State title and registration policies. All eMV applications are voluntary electronic access programs. DMV may accept new users or make changes to current user access based on operational needs.

### **4.1 Prohibited Acts**

Besides a breach in these standards, the following are unacceptable practices and could cause termination of access to the eMV Fleet system. This is not a complete list of unacceptable practices:

1. Willful misrepresentation of user organization Partnership policies, procedures, Program Standard terms, State title and registration policies
2. Willful misrepresentation in obtaining stickers
3. Using DMV information for reasons other than business affiliated with using the eMV Fleet system

4. Failure to notify DMV of changes to authorized users
5. Failure to submit documentation for missing inventory
6. Willful failure to comply with any administrative rule.
7. Failure to adequately and effectively execute Electronic Funds Transfer
8. Failure to control inventory of stickers
9. Devising or executing a scheme to defraud
10. Unauthorized copying or disclosure of data or software
11. Unauthorized modification or altering of data or software
12. Misusing or disclosing passwords