

PARTNER Press

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



April 2021 v. 2, no. 2

Article Index

- [Electronic processing fees explained](#)
- [Record retention standards](#)
- [Who can use eMV Public?](#)
- [Organization Administrators](#)
- [Don't make these common scanning mistakes](#)
- [Quarterly report](#)

Electronic processing fees explained

Agents may charge customers an electronic processing fee not to exceed \$19.50 for the following title transactions:

- Title and registration
- Title-only
- Repossession
- Replacement title
- Stand-alone lien add

Agents may charge customers an electronic processing fee not to exceed \$10 for stand-alone license plate renewals

Agents **may not** collect an electronic processing fee from customers for the following:

- Stand-alone temporary plate
- Stand-alone lien release
- Junking a vehicle

Processing fees are established in accordance with Administrative Rule 156.06. Surcharges or processing fees that exceed the allowable limits are a violation of Section 2.3 of the [BVS701 Program Standards](#) and are a breach of contract. Please review your policies and procedures to ensure compliance.

Record retention standards



Organizations are required to securely maintain all title transactions documents (original or electronic) securely for five years. After a document has met the five-year record retention criteria, it must be securely destroyed.

Agents must maintain original records for stand-alone 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, in accordance with the Record

Retention section within [BVS701 Program Standards APPS](#) & [BVS702 Program Standards eMV PARTNER](#).

If you have completed transaction documents in eMV PARTNER, do not mail the documents to WisDOT with a yellow mailing label. Follow the above record retention instructions. For more information, see the supporting document upload procedure.

Dealers and third party agents cannot use eMV Public

State of Wisconsin
Department of Transportation

Wisconsin Title and Registration Application - Title Information

This application will allow you to title a vehicle and obtain or transfer plates. If you would like to obtain title only without plates, click [here](#).

The current title is:

Wisconsin Title Out Of State Title

- Enter the Wisconsin title number shown on the current title.
- The sample title shows where you can find the title number on most Wisconsin titles.
- Do not enter the Vehicle Identification Number (VIN).

Title # *

WISCONSIN CERTIFICATE OF TITLE

DOTTEST VIN 11111100	Year	2009	Make	CHEVROLET
1206799630432	Registration Date	03/07/2012	Vehicle Type	AUTO
Product Number 70829120592	Year Make	4DR SEDAN	Color	RED
	Actual		Actual	
	Registration Date	03/29/2012		

I'm not a robot

* required field

Next Exit

The eMV Public application available through [wisconsin.dmv.gov](#) is only for private party individual transactions. Wisconsin Dealers and third-party processing agents should never use the public system for any type of transaction.

Wisconsin licensed dealers and third-party agents have access to eMV PARTNER for electronic processing. Upgrades to the eMV PARTNER

system provide professionals with enhanced functionality. These exclusive features are designed to support your business's operation.

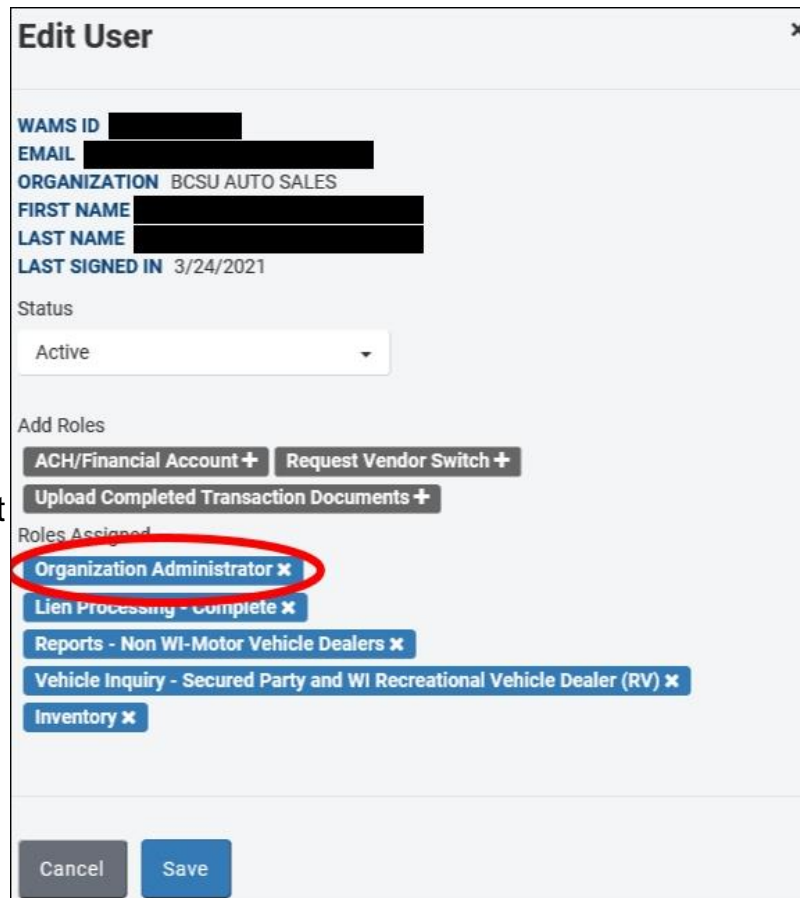
The use of eMV Public by third parties for processing, checking fees, or applying for replacement products is prohibited and can lead to disciplinary action(s).

The importance of Organization Administrators

Your Organization Administrator (OA) is the person or persons assigned administrative control for your organization in eMV PARTNER. The OA can add/remove/edit users, assign roles, and has additional administrative functions not available to regular users.

Due to the importance of the OA, **we strongly recommend all organizations assign the OA role to at least two users.**

If your organization does not currently have any users with the OA role, contact the Agent Partnership Unit for assistance.



The screenshot shows the 'Edit User' interface with the following details:

- WAMS ID**: [Redacted]
- EMAIL**: [Redacted]
- ORGANIZATION**: BCSU AUTO SALES
- FIRST NAME**: [Redacted]
- LAST NAME**: [Redacted]
- LAST SIGNED IN**: 3/24/2021
- Status**: Active (dropdown menu)
- Add Roles**: ACH/Financial Account +, Request Vendor Switch +, Upload Completed Transaction Documents +
- Roles Assigned**: Organization Administrator x (circled in red), Lien Processing - Complete x, Reports - Non WI-Motor Vehicle Dealers x, Vehicle Inquiry - Secured Party and WI Recreational Vehicle Dealer (RV) x, Inventory x
- Buttons**: Cancel, Save

Better scans for better business

It's been several months since the new scan feature was added to the APPS program. Here are common scanning problems that have impacted dealer's paperwork:

- **Missing title number:** Each application submitted should have the **newly generated title number** written in the top right-hand corner, where indicated.
- **Include all documents.** Be sure all documents for the specific transaction are included in the scan
- **Scanning order:** Each transaction's documents should be scanned in this order.
 - **Application first**, remember to write the newly generated title/image number where indicated. All applications must be complete.
 - **Source document:** Title or MCO, whenever applicable.
 - **Inquiry**, when required (Replacements, Repossessions, etc.).
 - **All other supporting documents** (POA's, additional forms, Statement of intent, etc.)
- **Document Orientation:** All documents should be scanned in the correct direction: the top of the page on top, and the document reading from left to right.

By making sure your uploaded items are scanned correctly, you free up our BCSU agents and help reduce wait times when you call.

Quarterly Report

The following numbers have been generated from the Dealer and Agent Section (DAS) Quarterly Report. This data is from the **third quarter** of the fiscal year beginning July 2020 (January through March 2021).

Electronic Title and Registration Processing

Dealers and agents processing titles and/or registration electronically.

Activity	Third Quarter
Renewal agents	1,103
Title and lien agents (includes dealerships)	3,731

Electronic Title Delivery

Lenders receiving electronic title records.

Activity	Third Quarter
Lenders	1,050

Emission Inspections

Audits performed at emissions inspection facilities.

Activity	Third Quarter
Audits	161

Connect with us on social media for breaking news



Published by the
Wisconsin Department of Transportation,
Division of Motor Vehicles, Bureau of Vehicle Services, Dealer and Agent Section.

Kristina Boardman,
Administrator

Patrick Fernan,
Deputy Administrator

Ann Perry,
Bureau Director (BVS)

Michael Domke,
Section Chief (DAS)

Scott Selbach, Vehicle Emissions Program, Supervisor

Mirenda McArdle, Field Investigation Unit, Supervisor

Shin Lin Tung, Business and Consumer Services Unit, Supervisor

Tristan Kloss, editor

Wisconsin Department of Transportation
Dealer & Agent Section
PO Box 7909
Madison WI 53707
dealers.dmv@dot.wi.gov
Phone: (608) 266-1425

