

# PARTNER Press

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



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## Dealer processing training – Tues. Nov. 16th

Starting in November, The Dealer & Agent Section will provide quarterly title and registration processing training for Wisconsin dealers. The training sessions will cover the following:

- Processing Basics
  - Common Errors
  - Frequently Asked Questions
- eMV PARTNER Website
  - Organization Management
- eMV PARTNER Processing
  - PARTNER basics
  - System capabilities
  - Processing demos



**The first training session will occur at noon on Tuesday, November 16<sup>th</sup>.** The format of the training session will be virtual, via Microsoft TEAMS. Training will focus on dealer processing capabilities; other types of third-party processing will not be covered in this session.

Registration is not required. Simply use the link below to join the training session.

The training session will be recorded and later accessible on the WisDOT website alongside related course materials.

### Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

## WisDOT is now accepting electronic dealer bonds

Bonds and Irrevocable Letter of Credit (ILOC) documents can now be submitted electronically.

When submitting a bond or ILOC, email it to: [emvpartner@dot.wi.gov](mailto:emvpartner@dot.wi.gov).

Electronic bonds and ILOCs must meet the same criteria as original documents.

Bonds must be completed on either form [MV2511](#) (WI dealers) or [MV2623](#) (3<sup>rd</sup> party title and/or registration agents) and include the organization's legal business name (no DBAs). The insurance seal must be clearly visible and be accompanied by a Power of Attorney (POA) form.

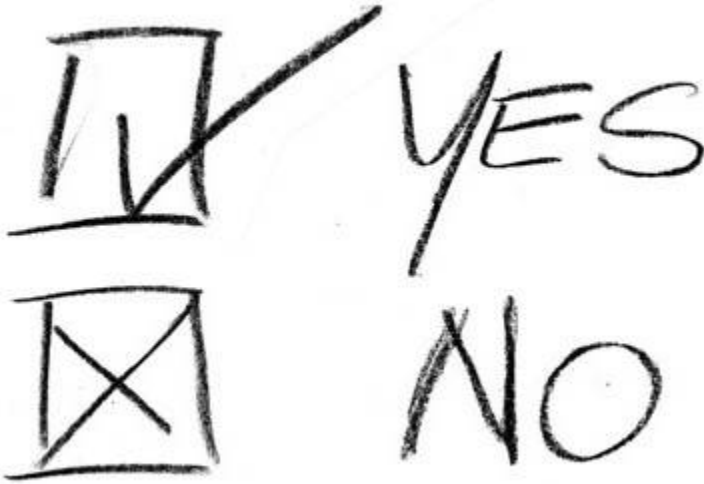
ILOCs must be completed on either form [MV1046](#) (WI Dealers) or [MV2624](#) (3<sup>rd</sup> party title and/or registration agents) and include the organization's legal business name (no DBAs). The notary seal must be clearly visible.

WisDOT sends courtesy notices to dealers and agents when a bond is cancelled, or an ILOC is set to expire. Soon we will begin sending these notices by email.

Wisconsin law requires each dealer to maintain a bond or ILOC. Electronic bonds allow WisDOT to review documents more quickly, avoiding suspension of a license due to a lack of financial requirements. Switching to electronic records also allows you to keep the original document, avoiding mailing costs and potential document loss.



## Know your liens: is this a correction?



WisDOT often receives requests to add new liens or correct/change existing lien holders on a vehicle record. The paperwork and fees required to make changes to a record depends on the original application submitted.

If a transaction was processed by WisDOT staff, you must submit an [MV1020 Title/Registration Correction Request](#).

If a transaction was processed by a 3<sup>rd</sup> party agent, such as a dealer, lender, or other 3<sup>rd</sup> party processing agency, you must submit an [MV1047 Third Party Request for Title/Registration Correction](#).

When you need to make a change in lien, consider the following scenarios.

**Scenario 1:** A lien holder is listed on an MV1/MV11 but was not added when the transaction was processed.

The following items are required for correction:

- Appropriate correction form
- \$10 loan filing fee

**Scenario 2:** A lien holder is not listed on an MV1/MV11 and needs to be added to a transaction after it was processed.

**The lender is responsible for adding their own lien.** If you choose to send this request to WisDOT for processing, the following items are required:

- MV1 application listing the lien holder information
- The WI certificate of title
- \$10 loan filing fee
- \$25 processing fee. State law now requires all lien holders to electronically process lien add and release applications for their customers. A \$5 processing fee and \$20 surcharge are required to process lien transactions sent to WisDOT. The \$20 surcharge cannot be passed on to your customer.

**Scenario 3:** The correct lien holder is listed on the original paperwork, but the wrong lien holder was added to the record when the transaction was processed.

The following items are required for correction:

- Appropriate correction form (MV1020 or MV1047)

**Scenario 4:** A lien holder was listed on the original paperwork. The paperwork was processed correctly. Now the vehicle is being refinanced or the lender is otherwise changing.

This is not considered a correction. **Do not submit this change on a correction form.** The new lender is responsible for adding their own lien. If you choose to send this request to WisDOT for processing, the following items are required:

- MV1 application listing the lien holder information
- The WI certificate of title OR a valid lien release from the current lender
- \$10 loan filing fee
- \$25 processing fee. State law now requires all lien holders to electronically process lien add and release applications for their customers. A \$5 processing fee and \$20 surcharge are required to process lien transactions sent to WisDOT. The \$20 surcharge cannot be passed on to your customer.

If you have any questions, please contact the Agent Partnership Unit (APU) at (608) 266-3566, or [agentpartnershipunit@dot.wi.gov](mailto:agentpartnershipunit@dot.wi.gov).

## Help stop duplicate records!

Duplicate customer records cause headaches for both you and your customer. To avoid duplicate records, perform the following search prior to creating a new record:

- Search by customer credentials (individuals – SSN or WI DL/ID; non-individuals – FEIN) **OR**
- Search by the customer name and date of birth or ZIP code

If the correct result is not found, then start the process to create a customer

Incorrectly creating multiple records, or not selecting the correct record for a customer, may cause undue delays in processing and is an inconvenience to your customer to get the record corrected.

For more information, see section 6.4.5 – Customer Creating – Formatting Customer Names in the [Training Resource](#).



# When can I issue a metal plate?



WisDOT has found some third party agents have been providing metal plates from vendor stock to customers without first pending or completing the transaction. Please refer to the table below to determine whether a metal plate from vendor stock (AUT/LTK/CYC/MPD) should be issued and handed to a customer.

ISSUE METAL PLATE FROM VENDOR STOCK	DO NOT ISSUE METAL PLATE - ISSUE TEMPORARY PLATE
Title/Registration – transaction is pended then subsequently completed	Title/Registration – transaction is not able to be pended (hard-stop error message received)/ application mailed to WisDOT for manual processing
Title/Registration – transaction is pended; transaction is not able to be completed (hard-stop error message received); pended transaction is subsequently reset; application is mailed to WisDOT for manual processing; metal plate number is entered on the top/right of the application	Title/Registration – transaction is complete for a transaction where a DOT stock plate was issued Examples: <ul style="list-style-type: none"> <li>• Issuing a special plate such as Milwaukee Brewers</li> <li>• The following error message is received (WI dealers only)</li> </ul> <p style="color: red;"><i>E376: Registrant has an incident, preventing a metal plate from being issued from vendor stock. Reprocess the transaction issuing the plate as DOT stock/out of stock, and provide a temporary plate. The customer will receive their metal plate from DOT once their incident has been resolved</i></p>

## Using the MV2488 form - best practices

The MV2488 Vehicle Transfer and Odometer Mileage Statement form is available for use in limited situations when the title is not available (e.g. replacement title application and title transfer, to provide a corrected odometer disclosure when an error was made, etc.).

The MV2488 form is not a replacement for the original ownership document (title or Manufacturer's Certificate of Origin). The title must always physically accompany the MV2488 form when application for transfer is made.

Usage of the MV2488, for private party use, will remain the same.

### When can the MV2488 be used?

- *Title-to-lienholder (T2LH) situations:* In this scenario, the MV2488 would be used by the seller to give the odometer disclosure when the title is held by a lien holder. The purchaser would wait for the title and, once the title arrives, the title would be signed by the purchaser in the first available area for purchaser reassignment, the two forms must travel together and no information is transferred to the title.

**The title MUST be in hand before offering the vehicle for sale in this scenario.**

In T2LH scenarios, the MV2690 would still be the most practical choice for Wisconsin licensed dealers, since it [allows sale of a vehicle prior to receiving the title](#) when the dealer has access to the vehicle's electronic record.

- For third-party processors, when holding the title, the MV2488 can be provided to collect assignments and odometer disclosure as mailing the title would create a risk of loss of the ownership document.

Whenever possible the actual ownership documents should be used. This option is only to mitigate loss of the title when mailing due to missing information and/or corrections.

- When the MV11 is printed on plain paper and a secure odometer disclosure is required.
- A dealer retail sale, where the purchasing dealer has signed the title in the final purchaser reassignment and is now performing a retail sale, all title reassignments are full. Final transfer is applied for on the non-secure MV11, the final reassignment would then be collected on the MV2488.
- *Reassignment errors:* the MV2488 can be used to collect the correct assignment and/or odometer disclosure. It must be accompanied by a Statement of Intent and the original ownership document.
- *In lost title situations:* A vehicle is traded-in, the verified owner claims the title to be lost. The customer must complete ONE of the below options:

1. Apply for a replacement title. Once having the title, complete the reassignment on that title to the dealer.

- This option is recommended to avoid complications due to child support liens or product holds. Third-party agents are responsible for researching the vehicle record. The vehicle may not be offered for sale until the title is in hand.

2. Complete the MV2119 Replacement Title Application, including Section E and, submit an MV2488 to transfer odometer and interest in the vehicle to the purchaser.

- The title will need to be applied for and received BEFORE the vehicle is eligible for any future transfer.
- The MV2488 must accompany the title once the replacement has been issued.
- The purchaser's reassignment MUST be on the title. The MV2488 is to be used to release interest when the title is lost, it cannot be used in lieu of the title for reassignment.
- Third-party agents are responsible to verify ownership, signature requirements, brands, status, and/or child support liens which may be part of the title record.

#### **Situations where the MV2488 cannot be used**

- Extending the ownership chain on a title. When title reassignments are full, a new title must still be applied for.

Reminder: An MV11 (on secured paper when an odometer disclosure is required) can be used as the last chain of ownership to a retail customer

- Accepting a vehicle on trade or transfer. The title continues to be the ownership document.
- Sending a vehicle to auction. All current processes remain the same.



## Customer Incidents - Processing plate from DOT stock

When a WI dealer processes a title/registration in a vendor system for a customer with certain incidents, such as unpaid parking tickets, and a metal plate from vendor stock is being issued (AUT/LTK/CYC/MPD), the below error will appear:



*E376: Registrant has an incident, preventing a metal plate from being issued from vendor stock. Reprocess the transaction issuing the plate as DOT stock/out of stock, and provide a temporary plate. The customer will receive their metal plate from DOT once their incident has been resolved.*

When the above error appears, do not mail the application to WisDOT for manual processing. Reprocess the transaction, indicating the new plate as being issued from DOT stock/out of stock, and issue a temporary plate.

## Internet Explorer support is ending

Support from Microsoft for Internet Explorer (IE) will be coming to an end soon. We would like to take this opportunity to encourage any organizations/users still using IE to migrate to another browser.

By the end of 2021, users still processing through IE will need to switch to either Google Chrome or Microsoft Edge to ensure optimal performance in eMV PARTNER.



## New special plates available

DMV began issuing the following new special plates effective October 4<sup>th</sup>, 2021.

[Elkhart Lake's Road America \(RAM\)](#)

The world's best racers have competed at this legendary four-mile, 14-turn road circuit since 1955. Along with over 500 events held seasonally at the 640-acre facility, several major motorsports weekends are open to the public.

Anyone is eligible to request this plate. This is not a donation plate; however, there is an issuance fee of \$15.



[Versiti \(VST\)](#)

Versiti is a not-for-profit organization with a mission to improve patient outcomes, to advance the field of personalized medicine, and to strengthen the health of communities through an integration of donation, scientific innovation, and medicine.



Anyone is eligible to request this plate. This is not a donation plate; however, there is an issuance fee of \$15.

## Quarterly Report

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

### Electronic Title and Registration Processing

Dealers and agents processing titles and/or registration electronically.

Activity	Third Quarter
Renewal agents	1,125
Title and lien agents (includes dealerships)	3,781

### Electronic Title Delivery

Lenders receiving electronic title records.

Activity	Third Quarter
Lenders	1,112

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