Electronic Title and Registration in Wisconsin

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Wisconsin Department of Transportation
The 2005-07 Wisconsin budget bill proposed legislation that required licensed motor vehicle dealers to electronically process title/registration applications for their customers.

Wisconsin had already been partnering with companies to electronically process titles since 1996.

When the mandatory law was enacted dealers had two options for compliance with the law:

- State provided eMV11 system
- Participate in the APPS program
  - 3 vendors already contracted with state. CVR, Dealertrack, NFC

At time of enactment 70% of dealers were already electronically processing.
Agent Partnership Processing System (APPS)

Created in Wisconsin Administrative Code Trans 156

Allows dealers and agents to partner with a private party vendor to electronically process titles and registration renewals

Benefits to participation in program:

- Allows participants to charge an electronic processing fee
- APPS dealers are allowed to issue auto and light truck license plates
• State provided web application title processing
• Created in 2005 in response to mandatory dealer processing law
• Only available to Wisconsin dealers
• Used mostly by smaller dealerships
• Not allowed to charge customers an electronic processing fee
• Not allowed to issue license plates
DMV Web App or Vendor system
- Dealerships
- Auctions
- Lien holders
- Fleet management companies

Vendor System only
- Municipal and law enforcement agencies
- Title-registration walk-in service providers
- Financial service centers (check cashers)
- Grocery stores
- Gas stations
- Kiosks

Third-party systems processed 49% of all titles and 17% of all plate renewals in 2016
- 4472 title-registration agents
- 974 license plate renewal agents
Approximately 70% eMV versus 30% APPS
Approximately 30% eMV versus 70% APPS
• Wisconsin law requires dealers to process title transactions within 7 days of purchase

• Dealers must mail in the required hard copy documents the next business day after processing
  • Title application, ownership documents, etc.

• Documents are scanned in and archived in an electronic database by WisDOT

• Over 1 million title transactions were processed by third parties in 2016
Additional eMV programs

**eMV Agent**
- State provided web application for adding and removing liens
- Created in 2008 in response to mandatory lienholder processing law
- Available to lenders nationwide

**eMV Fleet**
- State provided web application that allows companies to renew the registration of all their fleet vehicles at once
- Allows customer to hold registration sticker inventory
Auditing program

D.A.R.T.S.
Dealer and Agent Review Tracking System

User Name:

Password:

Log In

Quit
• Auditing is performed by the Dealer and Agent Section’s Agent Partnership Unit

• Types of audits
  • Directed by DMV
    • Pilot
    • New Agent
    • Directed
  • Requested
  • Random
• Auditors complete 10 hours of auditing per month.

• Auditors will audit an average of 6 applications per hour. This average shall include all follow-up processes including correction, agent contact and reporting.

• Auditors will ensure that all audits are completed within 3 days of receipt of the work to be audited.

Note: The primary responsibility of these agents is supporting dealers through phone inquiries and processing title corrections.
• Auditors review 6 days of work

• If the daily volume is low, the time may be extended.

• If the volume is high, a random sampling of 10 applications are audited per day
Auditing program

Report Date: October 12, 2017
Dealer: Test dealer Test address Test City WI TermID: TEST
Auditor: Michael Donke
Title No:
Date received: Date of Audit: 
Number of Applications: Audit Time: 2:09

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<thead>
<tr>
<th>Critical Errors</th>
<th>Count</th>
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<tr>
<td>Total Critical errors</td>
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<td>Lien, Missed</td>
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<tr>
<td>Lien, Wrong</td>
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<tr>
<td>Wrong Customer selected (owner/lessee/driver)</td>
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<tr>
<td>Brands (missing or wrong including incorrect OS notation)</td>
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<tr>
<td>Vehicle info wrong or missing/wrong TI or MCO</td>
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<td>Missing inquiry print or MV2690 on T2LH retail sale</td>
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<tr>
<td>Odometer status or reading incorrect</td>
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<tr>
<td>Chain of ownership incomplete - missing repo papers/POA</td>
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<tr>
<td>OR (should be AND)</td>
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<tr>
<td>Wrong plate issued or transferred</td>
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<tr>
<td>Metal plate issued not pended, manual application mailed</td>
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<tr>
<td>Misc (Described in critical notes)</td>
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Critical Notes:

<table>
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<td>Total Secondary errors</td>
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<td>Owner/Lessee Address, Wrong or Incomplete</td>
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<td>And (should be OR)</td>
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<tr>
<td>Color missed/wrong</td>
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<tr>
<td>Bundle problems</td>
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<tr>
<td>Misc (Described in secondary notes)</td>
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</tbody>
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Secondary Notes:
Notifications of Audit Results:

- **Pass** – Agent was successful overall with less than 10% critical errors. A passing notification letter will be sent in the mail.

- **Fail** – Agent was unsuccessful overall, below threshold for quality requirements. A fail letter will be sent with a summary of mistakes and expectations for success.
1\textsuperscript{st} failed audit = Remedial training by DOT or the agent’s processing vendor and add’l 6 day audit.

2\textsuperscript{nd} failed audit = Warning letter with required corrective action plan and add’l 6 day audit.

3\textsuperscript{rd} failed audit = Suspension from program and remedial training. 12 day audit.

4\textsuperscript{th} failed audit = Termination from program. All applications must be mailed in with $65 surcharge.
Questions
For More Information
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