



GENERAL INFORMATION

Processing Hours: DMV technical staff is available to help with any on-line system problems Monday through Friday 8 a.m. to 5 p.m., however processing can take place outside of this time frame. Some planned outages may occasionally occur. These outages will be communicated with sufficient lead-time to allow for any necessary contingency plans. DMV technical support staff can be reached at (800) 362-3050.

Web Access Management System (WAMS): For logon ID and password questions contact the WAMS Internet site at <https://on.wisconsin.gov/>

Agent Partnership Unit (APU): For questions related to the completion of electronic title/registration applications, contact DMV's Agent Partnership Unit at (608) 266-3566 between the hours of 7:00 a.m. and 4:30 p.m., Monday through Friday or e-mail your question to DOTDealerseMV11@dot.state.wi.us

Customer Service Unit (CSU): For questions regarding the sign-on process, user ID, user roles, or password questions, call DMV's Customer Service Unit at (608) 266-1425. Phones are answered between the hours of 7:00 a.m. and 4:30 p.m., Monday through Friday. You can also e-mail your questions to dealers.dmv@dot.state.wi.us

e-MV Agent Home Page: For general information about e-MV Agent, including the sign-up process and frequently asked questions, visit the e-MV Agent Home Page at <http://www.dot.wisconsin.gov/business/dealers/emvagent/index.htm>

INITIAL SETUP

Signing up for e-MV Agent

Interested parties must register for a Web Access Management System (WAMS) account at the [State of Wisconsin self-registration site](#).

Set up a user ID for each person who will need [access](#). Please note that obtaining a user ID is a two-step process and you must complete BOTH steps within 4 days of requesting the account or you will need to begin the self-registration process over again.

Once you have been verified with a WAMS account, complete the [e-MV Agent application form](#) .

For questions regarding the sign-on process, user ID, user roles, or password questions, call DMV's Customer Service Unit at (608) 266-1425. Phones are answered between the hours of 7:00 a.m. and 4:30 p.m. Monday through Friday. You can also e-mail your questions to dealers.dmv@dot.state.wi.us

Internet Address for e-MV Agent

Access the e-MV Agent processing site at <https://trust.dot.state.wi.us/emv/emvagentservlet>


Bank Account Information

Upon accessing the e-MV Agent application, your electronic fund transfer information must be entered by performing the steps below before processing any title or inquiry transactions. Refer to the User Manual Section 6 for step-by-step instructions.

- Select Bank Account Information from the Main Menu choices.
- Select ACH Maintenance.
- Select Add from Bank Account screen.

Enter Bank Name, Routing Number, and Account Number. Select Add Bank Account

Adobe Reader:

 You will need the Adobe Reader (provided free of charge) to view PDF files. For more information about getting your free copy of the Adobe Reader, visit WisDOT's Software information page at: <http://www.dot.wisconsin.gov/util/software.htm>

Adobe Reader Settings: Each computer that will be using e-MV Agent will need to have the Adobe Reader settings adjusted prior to processing.

1. If you have Windows, click on **Start** and select **Programs**. If not, go into your computer's list of programs.
2. Click on **Adobe Reader**.

3. Click on **Edit**.
4. Click on **Preferences**.
5. Depending on which version of Adobe you have, select either **Options** or **Uncheck the first box** - Display PDF in browser. Failure to uncheck this box can result in system errors.
7. Click on **OK**.
8. Exit Adobe Reader.

GETTING STARTED

WISCONSIN DEPARTMENT OF TRANSPORTATION
Doing Business

WAMS
WEB ACCESS
MANAGEMENT SYSTEM

User ID:

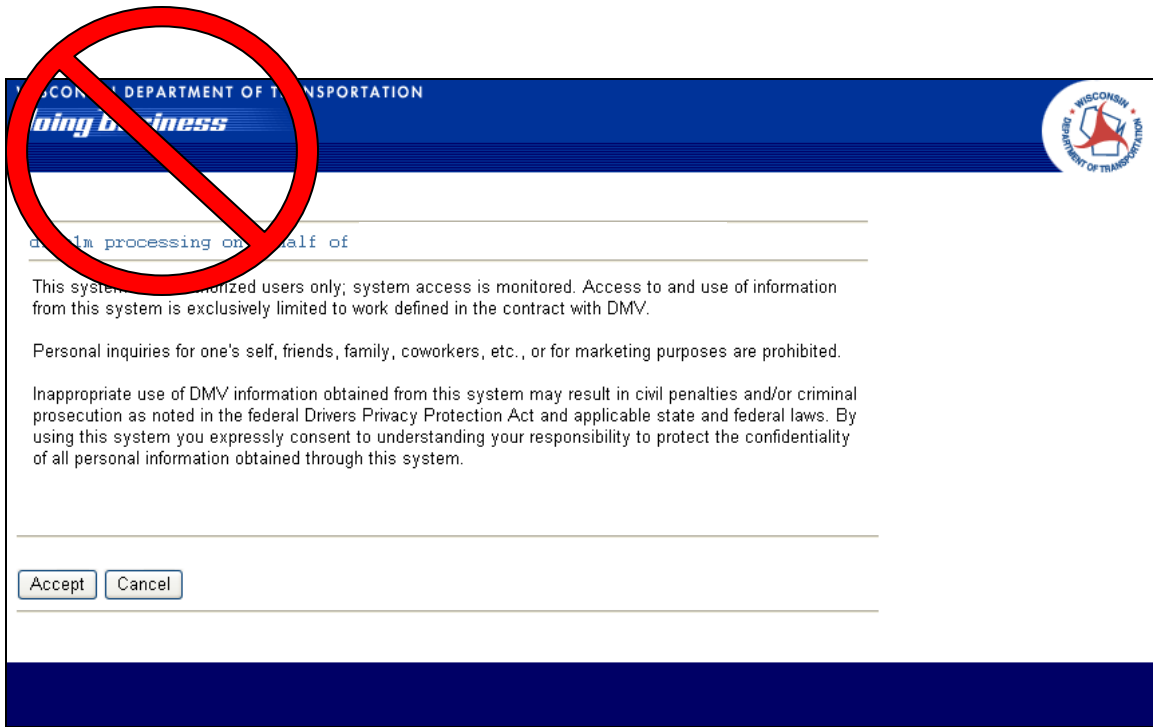
Password:

Login

[Register for a Wisconsin User ID.](#)
[Edit your Profile.](#)
[Change your password.](#)
[Forgot your password.](#)

Getting Started: Enter your WAMS user ID and password. Use the underlined links highlighted in blue for help. For additional questions, contact the WAMS Internet site at <https://on.wisconsin.gov/>

PRIVACY DISCLAIMER



WISCONSIN DEPARTMENT OF TRANSPORTATION
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WISCONSIN DEPARTMENT OF TRANSPORTATION

data processing on behalf of

This system is for authorized users only; system access is monitored. Access to and use of information from this system is exclusively limited to work defined in the contract with DMV.

Personal inquiries for one's self, friends, family, coworkers, etc., or for marketing purposes are prohibited.


Inappropriate use of DMV information obtained from this system may result in civil penalties and/or criminal prosecution as noted in the federal Drivers Privacy Protection Act and applicable state and federal laws. By using this system you expressly consent to understanding your responsibility to protect the confidentiality of all personal information obtained through this system.

Select **Accept** to continue.

Processing Tip: DO NOT use the Internet browser arrows (Back and Forward) to navigate. To move from page to page in e-MV Agent, use the controls at the bottom or top of each page.

WELCOME PAGE

WISCONSIN DEPARTMENT OF TRANSPORTATION
Doing Business



Welcome to Wisconsin e-MV Agent, an interactive system designed to assist you in verifying owner and vehicle information and completing title application submission to the [Wisconsin Department of Transportation](#).

Help links appear throughout the e-MV Agent application to assist you with your electronic processing. Simply click on any underlined word (such as Wisconsin Department of Transportation in the above paragraph) to receive additional information about the underlined topic.

If the help link information does not answer your processing question, DMV's Agent Partnership Unit is available to provide you with assistance Monday through Friday, 7:00 a.m. - 4:30 p.m.

Phone 608-266-3566 or email DOTDealseMV11@dot.state.wi.us to contact DMV's Agent Partnership Unit.

Select organization on whose behalf you are processing.

If prompted, select the organization on whose behalf you are processing.

Select **OK** to continue.

MAIN MENU SCREEN

The screenshot shows a web application interface titled "MAIN MENU SCREEN". At the top left, there is a logo for "DOT" and at the top right, "DIV OF TRANSPORTATION". The main heading is "Main Menu". Below this, there is a status bar that reads "ditclm processing on behalf of". A paragraph of text states: "This system has been designed to walk you through each available transaction. Simply select the appropriate radio button and click 'Next' to begin the step-by-step instructions." Below this text are several radio button options, each with associated input fields:

- Add lien to your customer's title (no change of ownership)
Wisconsin title number :
- Add lien and apply for replacement title (customer's title has been lost, stolen, or mutilated)
VIN:
- Vehicle repossession
VIN:
- Remove your lien
VIN:
- Reset transaction VIN:
Reference # Title #
- Vehicle inquiry
- Forms and reports
- Bank account information

Menu Options

- 1. Add lien to your customer's title:** Select to process a lien application when you have your customer's Wisconsin title in hand. Changes of ownership are not processed via the e-MV Agent program.
- 2. Add lien and apply for replacement title:** Select to process a lien application when the existing Wisconsin title has been lost, stolen, or mutilated. A replacement title number will be issued, along with a new title listing the lien. A receipt or MV1 form, signed by the owner, must be mailed to DMV for imaging.
- 3. Vehicle repossession:** Select when you are repossessing a vehicle against which you currently hold a lien. A signed receipt or MV2117 form must be mailed to DMV for imaging.
- 4. Remove your lien:** Select when you are releasing your lien from the record. A new title is not issued at this time.
- 5. Reset (cancel) transaction:** You can cancel a transaction until 8:00 PM the same day it is completed.
- 6. Vehicle inquiry:** Select to view vehicle information on record with DMV.
- 7. Forms and reports:**
 - a. List completed applications
 - b. List liens that have been released
 - c. Print Mail to DOT form
 - d. Order additional mailing labels
 - e. Reprint e-MV Agent receipts for applications already processed

Additional tasks on this page:

- a. View the e-MV Agent homepage
- b. Access the DMV general forms page
- c. Access the e-MV Agent application form
- d. Access the e-MV Agent user manual
- e. Print a correction request form

8. Bank account information: Remove, add, or make an account primary.