

PARTNER Press

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



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Better scans for better business

While uploading supporting documentation will not be mandated for electronic processing agents until January 1, 2027, many users are already submitting paperwork through the document upload feature. Here are common scanning issues:

- **Missing title number:** Each application submitted should have the newly generated title number written in the top right-hand corner, where indicated.
- **Missing 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.
 1. **Application first.** Remember to write the newly generated title/image number where indicated. All applications must be complete.
 2. **Source document**, such as title or MCO, whenever applicable.
 - Inquiry print, when required (Replacements, Repossessions, etc.).
 3. **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.

Customer search and creating customers - best practices



To reduce the likelihood of creating a duplicate customer and ensure the correct customer is selected, processors should take these three steps before creating a customer:

- Search by customer credentials (for individuals use SSN or WI DL/ID; for non-individuals use FEIN).
- If the correct result is not found, conduct a search by the customer's name and date of birth or zip code.
- If the correct result is still not found, then start the process to create a customer.

Incorrectly creating multiple records/not selecting the correct record for a customer may cause undue delays in processing, not to

mention 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](#).

Record retention

Organizations participating in the APPS program are required to securely maintain all documentation related to the title transaction in accordance with the Record Retention section within [BVS701 Program Standards APPS](#) & [BVS702 Program Standards eMV PARTNER](#).

Agents must securely maintain records of title transactions for five years.

- Wisconsin dealers
 - Store either the original documents or maintain electronic copies (original documents must be securely destroyed or mailed to WisDOT for manual processing or mailed to WisDOT for imaging if the documents have not been uploaded)
- Other title processing agents
 - Maintain electronic copies (original documents must be securely destroyed or mailed to WisDOT for manual processing or mailed to WisDOT for imaging if the documents have not been uploaded)



Agents must securely maintain original records for stand-alone lien transactions 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.

If you have uploaded 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](#).

Required MV2132 Request for Manual Processing - Dealer & Agent form

When a title and registration transaction cannot be processed electronically due to a system error, the title and registration application must be mailed to the DOT for processing. A Wisconsin dealer is required to include a MV2132 form with all mailed-in title and registration applications. Failure to submit the required MV2132 form will result in an additional \$65 dealer processing fee.

The MV2132 form must be completed in its entirety. A new required field has been added to this form: *Plate Number Issued*. If you issue and provide metal plates to your customer prior to mailing in the application, you must provide the plate number requested on this form.

Request for Manual Processing – Dealer & Agent
Wisconsin Department of Transportation
MV2132 3/2026
Terminal ID Number
Plate Number Issued

Questions? Please contact us at 608-266-3566 or agentpartnershipunit@dot.wi.gov.

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 2025 (January through March 2026).

Electronic Title and Registration Processing

Dealers and agents processing titles and/or registration electronically.

Activity	Third Quarter
Renewal agents	1,863
Title and lien agents (includes dealerships)	5,813

Electronic Title Delivery

Lenders receiving electronic title records.

Activity	Third Quarter
Lenders	1,570

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