

Wisconsin Department of Transportation
Program Standards
for the
Automated Processing Partnership System

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SECTION 1 - PROGRAM DESCRIPTION

Wisconsin's Automated Processing Partnership System (APPS) is a private-public partnership with dealerships, financial institutions, fleets and other business partners who, as agents of the Wisconsin Division of Motor Vehicles, title and register vehicles for themselves or their customers. The program is authorized under 341.21 and Trans 156. The overall goal of the program is to provide more options for customers to receive efficient and convenient service.

An Agent is able to electronically process title applications and vehicle registrations and issue license plates, decals and certificates of registration to customers, on-site at the agent's place of business. DMV may limit the types of transactions agent types are authorized to complete. For example, only an agent who is a financial institution may clear their own lien from the DOT database without reissuance of a title. Some agent types are authorized to print titles on site. Transactions are completed through the Agent's computerized systems, which communicate with DMV through a private vendor's host computer. The host computer translates transaction data to the DMV host system for processing, eliminating duplication of processing by DMV personnel. The Agent forwards written documentation to DMV. Funds are transferred electronically from the Agent to DMV through a private vendor's host computer.

1.1 Program Standards

Program Standards are the technical, qualitative and other specifications necessary to establish and maintain consistency and uniformity of the APPS program. These specifications shall address, among other things, product specifications, security requirements, communication protocols, information transfer requirements and general policies and procedures to be followed by all agents and vendors in the use of any APPS application.

The Program Standards are intended to provide any potential vendor with sufficient background, and process and technical details regarding the APPS program to consider whether or not they can prepare a proposal that meets Wisconsin DMV's requirements.

The Program Standards are also the criteria DMV will use for reviewing and evaluating Vendor and Agent performance. DMV will conduct periodic reviews of the vendors and agents to evaluate performance and compliance with the standards.

1.2 Changes to Program Standards

1. Parties using APPS could be affected operationally and financially by a change in the Standards. Therefore, in the interest of all, a procedure must be followed in order to make changes to Program Standards. The procedure for change is as follows:
2. All Vendors will be added to the distribution list for legislative changes that affect vehicle titling and registration. The DMV will also notify the Vendor of these changes to ensure that the required software modifications are made.
3. Any Agent, Vendor, or other interested party may request that DMV make a change to the Standards. The requesting party should submit the request in writing to the DMV. The request should include the specific language for change, justification for the change, and a requested effective date. A copy of the request will be sent to all participating Vendors.
4. Interested parties may respond to the DMV with concerns, the effect the change may have financially and operationally, and the time frame for implementation if approved. All responses must be returned to the DMV within 30 days of receipt. DMV will review responses and prepare an issue summary.
5. The DMV may submit the request for change and the issue summary to a third party consultant for review.
6. The issue summary and the changes approved by DMV will be sent to the Vendors with a copy of the final version of the Program Standards
7. Electronic Filing Program software changes must be implemented within the time frames indicated by the legislature or mandated by the DMV. Vendors may be required to submit project plans for Program changes for progress monitoring by the DMV.

1.3 Definitions

1. **Authorized User (AU)** An employee or principal of an Express and Limited Branch office who is authorized, pursuant to procedures adopted by the Wisconsin Division of Motor Vehicles (including training), to access Vehicle Records or file Vehicle Record Information electronically via the Wisconsin Automated Processing Partnership System.
2. **Primary User** The Authorized User who is the main DMV contact and in charge of insuring that reports and paperwork are submitted to DMV accurately and on time.
3. **Back up User** The Authorized User who is in charge of insuring that reports and paperwork are submitted to DMV and is the DMV contact in the Primary User's absence.

4. **Certified Service Provider (Vendor)** A provider of electronic transfer of registration and titling that has been approved by the Wisconsin Division of Motor Vehicles. The provider of a host computer system by which access is given to specified Information Services of the Wisconsin Division of Motor Vehicles.
5. **Wisconsin Division of Motor Vehicles (DMV)** The Wisconsin Division of Motor Vehicles which governs the registration and issuance of indicia pursuant to Wisconsin law and regulation.
6. **Automated Processing Partnership System (APPS)** An approved program which allows access to Wisconsin Division of Motor Vehicles files for the electronic transmission of title and registration data as defined in the Express and Limited Branch Office contract.
7. **Electronic Fund Transfer (EFT)** The transfer of money which is accomplished electronically.
8. **Express and Limited Branch Office (Agent)** An organization that has been approved by the Wisconsin Division of Motor Vehicles and complies with the Program Standards to access and update vehicle records of the DMV via the Certified Service Provider's system.

SECTION 2 - POLICIES AND PROCEDURES FOR AGENT OPERATION

The Wisconsin Division of Motor Vehicles may designate and appoint an Express and Limited Branch Office, i.e., Agent, for the purpose of using the Automated Processing Partnership System to access and update the vehicle registration database with the Wisconsin Division of Motor Vehicles, subject to applicable state and local law and the Program Standards.

2.1 Appointment

Applicants requesting appointment as a participating agent will be considered for approval by DMV based on their ability to comply with the provisions in Trans 156.04.

2.2 Inventory and Inventory Security

The agent is required to stock selected license plates and stickers. DMV may allow some Agent types to obtain title stock and other vehicle registration and ownership credentials.

1. **Methods to Secure Indicia.** The Agent must have established procedures to ensure the security of license plates and stickers. Plates and stickers must be secured in a locked area during non-business hours. Plates and stickers that are not being used on a particular business day must also be kept secured in a locked area. The Agent is responsible for the security of the work center and its contents.

2. **Access to Inventory.** Only authorized users are allowed access to the inventory. The Agent must collect all keys to secured inventory areas from an employee when that employee is no longer endorsed by the Agent. The departing employee and supervisor or designee should conduct a full inventory. When a new user is given access to inventory, the incoming authorized user and supervisor or designee should conduct another inventory.
3. **Plates and Stickers, Temporary Certificate of Registration, Certificate of Title Stock**
 - a. The Vendor will order the initial supply of license plates and stickers for delivery by the install date. The Vendor must include the install date on the order. The Vendor should plan for a minimum five business day turnaround for orders.
 - b. The Vendor will notify the DMV program manager of the scheduled install date for an agent type allowed to stock Certificates of Title ten days prior to the scheduled date. DMV will authorize shipment of title stock to the agent and order the initial supply. DMV will provide an order form with the authorization code to the Vendor. The Agent reorders title stock from DOT Maps and Publication, using the order form provided to the Vendor.
 - c. Agents are responsible for reordering plates and stickers and in what quantity and type. Agents should fax their plate and sticker orders using the order form provided with each supply of plates and stickers, to the DMV License Plate and Postal Services Unit at the number indicated on the order form. The agent should plan for a two week turnaround for reorders.
 - d. Upon receipt of the assigned inventory, the Agent representative will immediately verify the inventory shipment against the packing slip. Any discrepancies between the packing slip and the inventory shipment should be brought to the attention of the DMV at time of delivery. Contact the DMV License Plate and Postal Services Unit at 608-266-1473 immediately upon discovery.
 - e. If the Agent discovers plates or stickers are missing at a later date, the Agent should notify the DMV License Plate and Postal Services Unit by phone within 24 hours, or the next business day. A written statement must be sent to the DMV within 48 hours with all known facts. This report should be sent via e-mail to:
DOTDMVBVSLPPSAPPS@DOT.WI.GOV
 - f. Between June 18 and June 30 each year, the agent must conduct a physical inventory of all the license plates in their possession. An authorized Agent employee and supervisor or designee must record the beginning and ending consecutive numbers of each type of license plate. A signed copy of this inventory must be forwarded to the DMV no later than one business day after inventory is taken.
4. **Vendor's Automated Inventory System Specifications**
 - a. Inventory is maintained by Vendor and Agent in separate systems to achieve two levels of security. Status of individual inventory items is maintained on both systems.
 - b. Inventory items are maintained sequentially. All inventory is issued in ascending sequential order on a first received basis. Agents may not select a plate randomly to be issued.
 - c. Agent assigns inventory status to reflect the current state of the title and registration transaction the inventory is associated with.

- d. An inventory item must have the same status on both systems prior to upgrading the status on successful transactions.
- e. Agents cannot change the status for issued inventory. After inventory has been issued, such as in the case of a canceled sale, return the plates with an explanation of why the plates are being returned in your next bundle report. If you have questions, call the Agent Partnership Unit at (608) 266-3566.
- f. Agents must have an electronic method of updating Vendor inventory system for inventory changed manually, i.e., missing or damaged inventory not reported as part of a registration.
- g. An annual inventory report produced on the Agent system must be manually verified and reported to the DMV. Discrepancies must be reconciled with the vendor.

5. Adjustments to inventory for errors, cancellations etc.

- a. The Agent will monitor inventory assigned to their users and maintain a record of plates and stickers that have been issued and/or returned.
- b. If a plate and sticker have been put on a vehicle and the deal is canceled after the vehicle has been operated on the road, the Agent is required to return the following items to DMV:
 - License plate with sticker affixed
 - Signed statement explaining why the plates are being returned.
- c. An obsolete inventory report is produced on the Agent System for all obsolete license plates. These must be returned with an explanation of any discrepancies to:

License Plate and Postal Services Unit
4802 Sheboygan Ave. Room 87A
Madison, WI 53705

6. Returning Inventory. If an agent cancels the agreement with the vendor and DMV, the following steps must be followed;

- a. Notify the vendor
- b. Notify the DMV Program Manager at (608) 267-5253 that the agreement is being canceled and give the termination date
- c. Reconcile the inventory on hand with the inventory recorded on the vendor's system
- d. Return the inventory with an explanation of any discrepancies to:

License Plate and Postal Services Unit
4802 Sheboygan Ave. Room 87A
Madison, WI 53705

2.3 Service and Product Specifications

1. **Credentials.** Most agents will produce a temporary certificate of registration and issue plates sequentially when assigned from the Vendor's automated inventory system as part of a title transaction. In the case of an Agent that Completes, rather than Pends a title transaction at the time of service, a permanent Certificate of Registration may be issued. When completing a registration renewal transaction the Vendor system will produce a permanent Certificate of Registration and issue stickers and/or plates from the Vendor's automated inventory system.
2. **Title.** The Agent will transmit a data record from which DMV will produce a Certificate of Title. Agent types approved for printing titles at their business location will produce the Certificate of Title after transmitting the data record to DMV.
3. **Changes to credentials.** The Agent and the Vendor will not make any changes to the credentials.
4. **Processing Transactions.** The Agent will process the transactions correctly according to DMV policies and procedures. The Agent must Pend a title transaction prior to or at the time of delivery in order to provide a temporary certificate of registration and plates, if required, to the customer. Agents will be provided with relevant information through the Help System on the Vendor's software, through the Vendor's and DMV's Help lines, in these Program Standards and other DMV sources.
5. **Customer Service.** Agents must provide customer service that is ethical and satisfactory to the customer. Customer complaints will be considered in evaluating Agent performance.
6. **Electronic Processing Fee.** Agents may charge customers an electronic processing fee not to exceed \$19.50 for title transactions, \$10.00 for registration renewals and \$3.00 for releasing a lien without reissuance of a title. Fees for new services offered as part of the APPS program must be approved by DMV.
 - a. **DISCLOSURE.** The electronic processing fee can be disclosed on the purchase contract, lease contract or loan document as part of the total fee for title and registration. The Wisconsin Title and License Plate Application must itemize the fee.
 - b. **REFUND.** If a customer has paid the electronic filing fee, and subsequently the application cannot be transmitted electronically to DMV, the Agent must refund to the customer the amount of the electronic filing fee. If a DMV system error causes the inability to complete the transaction electronically after it was successfully pended, and the customer has already received the registration credentials, the agent may keep the filing fee.
7. **Mailing Plates to Customers.** The intent of the program is to give plates to customers immediately. In unusual circumstances, and as approved by DMV, agents may mail plates to customers using the DMV issued plate envelopes. However, they must cover the bulk rate postage printed on the envelope with their own first class postage (i.e., a meter tape or stamps) and cross out any part of the bulk rate postage that remains visible.

8. **Issuing Plates from DMV.** In exceptional circumstances, agents may use the Automated Processing Partnership System to process an application and have plates mailed from DMV. In these circumstances the agent must provide a temporary license plate to the customer. Examples of when DMV issuance of license plates is acceptable include: a. When the agent has several branches and all processing is completed at a central location: b. When the customer is requesting a plate type that isn't stocked by the agent and has been approved by DMV as a plate type that may be issued as 'out of stock'.
9. **Advertising.** Agent advertising of title and registration services may not reference DMV level of service.
10. **User Authorization.** Agents must complete an Authorized User Affidavit for every person who will be authorized to work on the system. This form may be given to the Vendor representative or faxed or mailed to the Vendor office. The Vendor is responsible for providing adequate training to all authorized users. The Vendor will notify DMV of any new authorized user who is designated as the Primary User as they are added to the Vendor's system.
11. **Submission of Daily Work.** The Agent will mail the bundle report and supporting documentation for all completed transactions the business day after the transactions are completed. The agent will use the mailing labels provided by the DMV. If the bundle report does not print or prints incorrectly, all documentation for completed transactions must still be mailed to DMV without the bundle report.
12. **Turnaround.** The agent must process a title transaction and submit fees and paperwork within seven business days of the date the transaction is finalized with the customer. This date is the date of delivery for dealer sales, the date the loan is closed for lenders, and the date the customer appears at the agent's place of business for walk-in customers. Registration renewal transactions must be completed when the customer appears at the agent's place of business.

2.4 Performance Evaluation Procedure

1. **Initial Monitoring.** When an Agent is installed by the Vendor, DMV may audit 100% of the completed title transactions against the paperwork submitted. DMV will make direct contact with the Primary User to review work and provide feedback. For Wisconsin Licensed Motor Vehicle Dealers, the applications completed in your first six bundles may be audited. For all other agent types, the 100% audit may continue until the Agent has gained adequate experience and demonstrated adequate knowledge of the process and requirements. The timing and extent of auditing, if any, will be determined at the discretion of the DMV.
2. **Adequate Experience.** Adequate experience is measured by DMV's assessment of the Agent's level of understanding, the number of processing days, and the number of applications processed.

3. **Adequate Knowledge.** Adequate knowledge is measured according to the number, frequency, pattern and type of processing errors that occur.
 - a. Critical errors occur with liens, odometers, brands, incorrect ownership, and errors that place a party at risk of loss.
 - b. When evaluating performance, consideration will be given to Agents with high error rates due to a low number of applications processed.
4. **Timeliness.** Transactions must be completed within seven business days and required documentation must be submitted to DMV with the bundle report the business day after completion. The Agent must also demonstrate good cooperation in correcting errors in a timely manner.
5. **Continuous Evaluation.** An Agent's performance will continue to be monitored by evaluating title corrections sent back to DMV, missing or incomplete work, the Late Transaction Report and customer complaints. Random audits will be completed by DMV to determine if follow-up training is needed. The follow-up training procedure is listed under number 7 of this section, Progressive Intervention.
6. **Monitoring New Primary Users.** The Vendor and the Agent must notify DMV when an Agent adds a new Primary User. The Vendor will schedule training for the new primary User within seven business days. If the new Primary User has no previous experience processing on-line, all applications must be pended until the Vendor can provide training. If training cannot be scheduled within seven business days, the Agent will be directed to stop processing until they are within the seven day window of their training date. Once within seven days of the scheduled training, pending applications is allowed. Upon completion of the Vendor training, the new Primary User will be monitored as described in number 1 of this section, Initial Monitoring. If the new Primary User has prior experience with the program and sufficient knowledge to process, the Agent can continue to complete applications. Retraining of an experienced Primary User is at the discretion of the Vendor. DMV must still be notified of the new Primary User.
7. **Progressive Intervention.** When an Agent does not demonstrate adequate experience and knowledge of the process and requirements as outlined in 1 through 7, the following steps will be taken:
 - a. DMV will contact the Vendor to identify the problem area and if warranted participate in additional training for the Agent. DMV or the Vendor will schedule training within seven business days. All work should be pended until training can be provided. If training cannot be scheduled within seven business days, the Agent will be directed to stop processing until they are within the seven day window of their training date. Once within seven days of the scheduled training, Pending applications is allowed.
 - b. After the training, DMV will audit 100% for the next 6 processing days. If adequate experience and knowledge are demonstrated, the Agent's work will no longer be audited 100%.
 - c. If adequate experience and knowledge are not demonstrated, DMV will contact the Vendor to request a meeting with Agent management. If the Agent is a dealer, DMV will notify the appropriate Dealer Section Field Investigator. After the meeting, the Vendor will send a follow up letter to the Agent with a copy to the DMV Project Manager and Operations Manager.
 - d. After the meeting, DMV will audit 100% for the next 6 processing days. If adequate experience and knowledge are demonstrated the Agent's work will no longer be audited 100%.

- e. If the Agent does not demonstrate adequate experience and knowledge, DMV will invoke contract provisions for termination by verbally notifying the Vendor and the Agent. A written termination will follow.
8. **Financial Audit.** All transferred funds and supporting documentation are subject to financial audit by DMV. Any problems with financial transactions will be addressed as agreed in the contracts among all participants.

2.5 Confidentiality and Security of Inquiry Information

In addition to the requirements for Confidentiality and Security outlined in the contract, the Agent shall adhere to all State and Local laws, rules and provisions as they relate to the confidentiality and security of information.

The Agent and the Vendor will provide data integrity and security as agreed in the contracts with DMV. All security provisions with regard to access to the data and DMV records will be specified in the contracts.

Access to and use of information and computer resources are limited to that required for the performance of the contract with DMV. The Agent cannot use information obtained for any purpose other than the strict purposes specified in the contract. This specifically prohibits access to DMV records for personal inquiries for friends, family, and coworkers, and for employee recruitment, or marketing purposes.

The Agent shall inform all authorized users of their duties and responsibilities and require them to read the Program Standards for Agents.

2.6 Reporting

The Agent may be required to submit various reports and documentation, depending on the types of applications completed.

1. Bundle Report

Each business day, the Agent must print a report of all computerized title and registration transactions completed (referred to as Bundle Report). The report may be printed at the end of the business day or the beginning of the following business day. The Agent must send documentation supporting each completed transaction to the DMV in the order of the bundle report the business day following completion of the transactions. Documentation must be submitted as follows:

- a. The Agent must submit a complete application for each transaction that appears on the bundle report. If the bundle report does not print or is incomplete, all documentation for completed transactions must still be mailed to DMV.
- b. The Agent must write the title number and new plate number, when applicable, on the Wisconsin Title and License Plate Application in the space provided.

- c. The Agent must sort the applications in title number order, as they appear on the bundle report. If the agent resets a complete transaction, the bundle report will identify the transaction as a reset and include the title number and a prompt to include an MV2412, Title Number Accounting form or a blank original of the Wisconsin Title and License Plate Application. The Agent must write, "RESET" across the front of the blank Wisconsin Title and License Plate Application and the title number must appear legibly on the form.
- d. The Agent must remove all staples, paperclips, and stickers (including post-it notes and stickers with bar-codes) from all documents. Failure to remove staples and paperclips, etc. may result in damage to DMV scanning equipment. Repeated failure to properly prepare documents for scanning may cause the provisions of Progressive Intervention to be implemented.
- e. In the case of a location that is required to submit renewal documentation as part of a pilot, renewal applications must be sorted in renewal number order, as they appear on the bundle report.
- f. The bundle report and documentation must be sent to DMV via first class mail using the pre-printed labels provided by DMV, or by another method as prescribed by DMV.

2. Cleared Lien Report

A report of all liens removed without reissuance of a title is required when requested by DMV. This report may be included daily on the Bundle Report or it can be a separate report when requested. This report must include the following information:

- a. Secured Party number of removed lien
- b. Title number
- c. Vehicle identification number
- d. Owner name

3. Title Inventory Report

A report of all titles printed by an agent that is authorized to print titles at their business location: The report must include the title number assigned and the control number on the title stock. The report must also include the control numbers of any titles that were damaged or incorrect and then reprinted. The Agent must write Void on each damaged or incorrect title. The report and the voided titles must be submitted to DMV as the first documents in the daily bundle report.

2.7 Prohibited Acts

Any Agent's privilege to participate in the program may be denied or revoked by the department on the following grounds:

- The DMV has reasonable cause to doubt the accuracy or timeliness of the title and registration transactions performed by the Agent. Failure to provide any documents or information required to complete the transaction shall be grounds for denial or revocation of eligibility to participate in the APPS Program.
- The DMV has reasonable cause to doubt the compliance of the Agent with any provisions of the written agreements used for the APPS Program or the performance of any obligations under the written agreements of the APPS Program, including the Program Standards and the contract.

A motor vehicle dealer Agent may be denied eligibility to participate or be revoked from the program by the department on the following grounds:

- The DMV may require a dealer to submit information relating to its financial standing, solvency or responsibility or its compliance with motor vehicle related laws. Failure to provide the information required shall be grounds for denial or revocation of eligibility to participate in the APPS Program.
- The department has reasonable cause to doubt the financial responsibility of the dealer licensee as prescribed in Chapter Trans 140, Wisconsin Administrative Code.
- The department has reasonable cause to doubt the dealer's compliance with s. 218.01, Stats., or rules interpreting s. 218.01, Stats., where the violation constitutes grounds for denial, suspension or revocation of their license, stipulation to a conditional license, special order, the assessment of civil forfeitures or fines, or criminal prosecution.

"Reasonable cause" includes, but is not limited to, situations in which any dealer licensee has been found by the department, the Division of Hearings and Appeals, or a court of law, to have violated ch. 218, Stats. or rules interpreting ch. 218, Stats. anytime during the current or immediately previous licensing period; or when the dealership has not made sufficient assurance that it has taken reasonable steps to prevent the reoccurrence of similar violations in any previous licensing period.

SECTION 3 - POLICIES AND PROCEDURES FOR VENDOR OPERATION

3.1 Selection of Vendors

Program participation, although available through this public interface, is subject to review and approval by the DOT based on the vendor's ability to comply with the provisions in Trans 156.03. A specific implementation plan will be required prior to execution of a contract, or initiation of any technical work.

3.2 Software Development Roles and Responsibilities

To provide a common means for communicating the various roles and responsibilities of both the Department and the business partner during the development process, the following outline represents the typical software development lifecycle:

- requirements definition
- design
- development
- implementation
- operation

3.2.1 Requirements Definition

During the requirements definition phase, the business partner will work with the Department to identify, define and understand the various requirements of both parties in the development effort. This document will provide the bulk of the information needed to begin the next phase of development, but the Department understands the need to provide expertise in the form of consulting and other assistance to the business partner to complete the requirements definition. This contact in the Department will be a Development Project Leader, specifically identified at the start of the project.

3.2.2 Design and Development

Design and development of the software necessary to participate in the APPS program is the sole responsibility of the business partner. The Department will provide assistance by telephone for general questions regarding the application or the network, but does not provide project planning, design, or development assistance. All questions during this phase should again be directed to the Development Project Leader assigned.

3.2.3 Implementation

The implementation phase includes testing, training, and moving the application from the development environment to production. The business partner is responsible for all training, and the tasks involved in moving their application to the production environment. The Department will assist with testing by ensuring an adequate test environment is established and available, including suitable records and other test data necessary to exercise all functionality of the application. The typical testing scenario for the business partner includes:

- Internal tests which are conducted within the business partner's own physical environment
- External tests which are conducted between the business partner and the Department
- Acceptance tests which must be completed successfully before authority for implementation will be granted by the Department

When a business partner has completed testing in their own internal environment, the informal external testing may begin in the APPS test environment. This testing is done at the discretion of the business partner, and may include any transaction (or portion thereof), and may be done in any order deemed necessary. The Department will assist with this testing to the extent that it will make the environment available, and provide test records for use.

When the business partner has completed the informal external testing and has determined that its portion of the application is ready to be reviewed for approval to enter the production environment, it will coordinate with the Development Project Leader to begin the Acceptance Test. This test is a structured set of pre-defined and pre-ordered transactions which the Department will evaluate before approval is granted for the move to production. To pass the Acceptance Test, the business partner must establish that it is ready to enter the APPS production environment by successful handling of all transactions that are tested in the Acceptance Test. In addition, the business partner must have in place all supporting software and procedures necessary to fulfill all requirements of the contract.

3.2.4 Operation

Upon successful entry into the production environment, the business partner will be responsible for problem determination and response for any software developed by them. For problems with the electronic link, database, or other Department system problems, a Help Desk number will be available. The Department will also be responsible for notifying the business partner of any planned outages, expected maintenance, or other changes that could impact the system availability or production system of the business partner.

3.3 Availability Specifications

The APPS program is generally available for both inquiry and update between the hours of 6:00 AM and 8:00 PM Monday through Thursday, 6:00 AM and 7:00 PM on Friday and 6:00 AM to 6:00 PM on Saturday. The system is often available outside of those hours, including Sundays. If vendor bundle reports, financial transaction reports and ACH will allow for processing outside the guaranteed hours, the vendor system may allow clients to attempt processing later in the day and/or on Sunday if it's convenient for them. Normal maintenance is done on Sundays between 5:00 AM and 9:00 AM so avoid those hours. Some planned outages may occasionally occur. These outages will be communicated with the business partner with sufficient lead-time to allow them to make contingency plans whenever possible.

3.4 Agent Support & Training Requirements

The Vendor shall provide training to each Agent user of their system to cover the features of the provider's equipment, the processing of data to the DMV and constraints and use of information as provided in these Program Standards.

The Vendor will follow an installation procedure approved by the DMV. Updated procedures should be given to DMV as they are made and as requested. The Vendor installation procedure shall include at a minimum:

1. A pre-installation meeting agenda that addresses the following in sufficient detail to guarantee quality control.
 - a. Benefits of APPS to customer and agent
 - b. Review of system capabilities and key elements of program; inventory and system security and control, allowable transactions, and management reporting
 - c. Vendor's role:
 - Network communications
 - Software changes
 - Audit trails
 - Management of Electronic Fund Transfer
 - Control of inventories
 - Training and support for all system-related questions
 - d. Description of Workflow

- e. Install Process
 - Bank accounts
 - Insurance or bonds
 - Training
 - f. Review of Agent contracts
 - g. Review of procedure and policy regarding “Electronic Filing” charges
2. An installation and training schedule and agenda that addresses the following in sufficient detail to guarantee quality control.
 - a. Password security
 - b. Inventory security procedures: additions, deletions
 - c. Basic title and registration concepts as defined by DMV
 - d. Bundle reports and mailing daily work
 - e. Registration time frame and documentation
 3. A post installation support model documenting the following:
 - a. Call-in problem resolution process
 - b. Problem escalation procedure
 - c. Hardware support
 - d. On-going training
 - e. Inventory audits

Training shall include not only the initial training but also ongoing training to cover employee turnover and other training necessary for program upgrades and legislative changes. A support system for system problems to include a toll free number shall be available Monday through Thursday 8:30 am to 8:00 pm, from 8:30 am to 7:00 pm, on Fridays and on Saturdays from 9 am to 5 pm CST. A pager system may be used to meet these requirements after 5:30 pm, Monday through Friday and on Saturdays.

3.5 Record Retention

The Vendor shall maintain all records, electronic fund transfers, inventories and files of transactions in a manner that is necessary to perform all applicable audits. Records shall be maintained for a period of five (5) years unless specified by mandate for a longer retention period. All contractual agreements shall be maintained for a period of five (5) years after completion or termination of the contract provided applicable audits have been released.

All records less than one year old shall be made available for inspection or audit at any time by an authorized representative of the DMV, or designee, at a location designated within the State of Wisconsin without advance notification. Older records shall be available for inspection with advance notification.

3.6 Electronic Fund Transfer (EFT)

The Vendor is authorized to collect, and shall collect from participating Agents, all fees, payments, taxes, penalties and other sums accepted by such Agents in connection with vehicle titling, registration, registration renewal and other approved services provided by the Agent. The Vendor shall in turn transfer such funds, via Electronic Funds Transfer (EFT) to the account of the DMV after midnight of the day the electronic vehicle title and registration information updates the DMV's system. Under no circumstances may the Vendor debit this account.

Participating Agents shall bear continuing responsibility for the collection of funds, which are transferred to the DMV via EFT. The transfer of funds from the Agent to the DMV via the Vendor shall not relieve any Agent of this responsibility. The Vendor is not a guarantor of payments made by the Agent and transferred to the DMV by the Vendor. In the event that the Vendor fails to receive final collected funds with respect to any funds transfer, the Vendor shall promptly notify the DMV and the DMV shall pursue its ordinary remedies against the Agent from whom or from which the transfer in question was originated.

Funds may be transferred from the Agent to the DMV only when registrations have been completed. No funds may be taken by the Vendor prior to the Agent submitting a complete transaction.

The process is as follows:

- Workday 1: Agent completes transactions.
- Workday 2: Vendor initiates the debit from the agent, and initiates the credit to the DMV.
- Workday 3: Vendor credits DMV's bank account.

If a due date falls on a weekend or holiday, the next business day shall become the due date.

In generating the EFT transmission file and transmitting the title and registrations records to the DMV, the Vendor will generate a Revenue Report. This report will contain the transaction count and revenue amounts collected from each Agent and deposited to the account of the DMV.

3.7 System Security and Audit Trails

Access and data security are of vital concern to the DMV. To ensure a secure environment will be maintained, the DMV requires a minimum of three administrative steps:

1. **The need to *Identify*.** In order to create an audit journal, there is a need to identify the person responsible for each transaction. The Vendor will ensure this administrative step is met. Vendors shall assign and control individual user ID's and shall require each individual to use the user ID authentication method below to initiate each logon access session. Each user must complete and sign a security and disclosure statement indicating that they are aware of and understand the requirements of the DMV in regards to security and confidentiality of DMV information. These security statements must be kept on file at the Vendor location for a minimum of two (2) years. A USER ID can be up to 8 characters in length and consist of both letters and numbers. A password must be 6 to 8 characters in length and consist of both letters and numbers. Passwords must also automatically expire every 90 days, requiring the user to change it. However, new passwords cannot be any configuration close to one that has been used within the last two years. The Vendor system must provide a utility for the user to change their password at any time if they feel their password security has been compromised. In addition, the Vendor system must be able to identify and audit each device being used to transmit and receive data.
2. **The need to *Authenticate*.** A password known only to the user is associated with the USER ID before a transaction is allowed. The Vendor will ensure this administrative step is met as part of the access control administrator function. Before a logon access session may be initiated, the Vendor system shall validate and accept the individual's user authentication method. If an individual user is not authorized by the Vendor for the type of transaction requested, the Vendor shall immediately terminate the transaction.

The Vendor shall assign an electronically enforced unique default user authentication to each individual upon initial access. The default user authentication shall be used in cases where an authorized (see item 3 below) individual has forgotten their password or where an authorized individual has incorrectly attempted a logon access session three times and has had their access revoked. The Vendor shall ensure that the new password is used for the next access only, and the default user authentication shall not be capable of being used for subsequent access by any individual.

3. **The need to *Authorize*.** Permission for proper authority to access the information being requested will be verified by the Vendor as part of the access control administrator function. If a Vendor receives a transaction from an unauthorized individual user, the Vendor shall terminate the transaction and attempt to identify the unauthorized user adhering to all requirements in the agreement. The Vendor shall also check for patterns that might indicate unauthorized attempts to gain access to DMV information. The Vendor shall investigate when unauthorized access attempts are suspected, adhering to all requirements in the agreement. Inactive employee IDs shall not be reassigned for a period of ninety (90)

calendar days. Employment history regarding inactive employees shall not be purged from the record less than two (2) years after the employee ID becomes inactive. A printed copy of this record shall be available to the DMV upon written request, and maintained for a period of two (2) years or until audited. This same list shall indicate the employee(s) at each site who shall be the authorized system administrator for the purpose of maintaining inventory records of license plates and decals.

Direct terminal access to the provider's host shall be limited to development staff of the Vendor

Service personnel shall be restricted to an application shell that allows customer set-up, password management, inventory management and general customer support. Service personnel shall not access the operating system from outside that shell.

The Vendor host must be located in a secure facility. The computer room shall be restricted with access only to authorized provider staff and never out of control of the service provider.

The Vendor is responsible for incorporating into the host system, and other components of the system, security measures to preserve the security of the vehicle records and DMV database. Security provisions shall include:

- User passwords
- Vendor passwords for agent entry to vendor controlled system
- Access from only authorized users which are appropriately identified

Access codes and operator manuals shall be restricted to authorized users only.

The Vendor's system should have several edits. Edits are a feature that both insure accuracy of input and output and provide additional security.

The Vendor host system shall create and maintain several logs that can be used for auditing, customer support, troubleshooting and record keeping. The system shall also keep transaction history records. Records shall include the following:

1. Transaction History Log

This file contains the complete history of every transaction and associated DMV interaction. Records shall be maintained for a minimum of 60 days on-line and five (5) years off-line.

2. Security Log

This file contains a security record for each transaction attempted. The log shall also contain a record for each security violation. A daily report is to be provided detailing all security violations. Records shall be maintained for a minimum of 60 days on-line and five (5) years off-line.

3. EFT Log

This file contains detailed records representing fees to be collected by the Electronic Funds Transfer System. The report generated from this log is to be used in auditing and reconciliation procedures. Records are maintained on-line for a minimum of 60 days and three (3) years off-line.

4. Registration Database

This file maintains the current state of every registration transaction submitted by the Agent. Each record shall be maintained for 6 months following the completed update on the DMV host with inquiries into this database.

5. Other Reports

In addition to the standard log files; the system shall be able to generate any supporting reports required by the DMV.

3.8 Reporting

In order to maintain, monitor and provide information, the Vendor system must include various reports. At a minimum, the system shall include the following:

1. Temporary Certificate of Registration

The system prints the information to complete the Temporary Certificate of Registration, according to the specifications of DMV.

2. Bundle (Daily Transaction) Report

The Daily Transaction Report is typically produced as part of the end user's overnight process. The report lists all completed transactions for the day, and once printed at the end user site, is bundled with all associated registration documents and delivered to DOT.

The report may be in a format as determined by the business partner during design, but must include the following data elements:

- Run Date/Time
- Deposit Date
- Completion Date
- For each title transaction (sorted in Title Number order):
 - Title Number
 - Owner Name
 - Registration Type

- Plate Number
- Issue Date
- Expiration Date (Month and Year)
- Title Fee Amount
- Registration Fee Amount
- Miscellaneous Fee Amount
- Lien Fee Amount
- Wheel Tax Fee Amount
- Total Transaction Fees Paid
- For each renewal transaction (follows any title transactions and sorted in Renewal Number order);
 - Renewal Number
 - Owner Name
 - Plate number
 - Title number
 - Registration Fee Paid
- Report Totals:
 - Total Title Fees collected
 - Total Registration Fees collected
 - Total Miscellaneous Fees collected
 - Total Lien Fees collected
 - Total Wheel Tax Fees collected
 - Total Late Fees Collected
 - Total Fees collected

3. Deposit Summary

The Deposit Summary report shall be generated by the business partner host and transmitted to the DOT for local printing.

The report may be in a format as determined by the business partner during design, but must include the following data elements:

- Run Date/Time
- Deposit Date
- Completion Date
- For each end user site:
 - Identification Number
 - Participant Site Name
 - Total Transactions Completed
 - Site EFT Amount
- Report totals:
 - Number of participant sites included in report
 - Number of total transactions in the EFT deposit
 - Total EFT amount transmitted

4. **License Plate Inventory**

An inventory report reflecting inventory on hand, unassigned, available, issued, transmitted, damaged, missing, returned, or reserved shall be available. It shall include series of inventory with beginning and ending numbers and the number of plates in each status. The Agent System generates the report and DMV will request it every year at the end of June.

3. **Returned Plates Report**

Printed when damaged, unassigned or otherwise unused inventory is returned to DOT. This inventory must be returned to DMV. The system must provide a report for plates which indicates the status of the plates. The report shall identify the Agent and list the plate numbers and status. The vendor shall produce the report whenever inventory is returned to DMV.

4. **Quarterly User Report**

The system must provide a report by Agent listing all current users. (How this report is provided is at the option of the Vendor)

5. **Late Transaction Detail Report**

The system must provide a report by Agent for each title transaction that they complete processing more than 14 days after the date the transaction is finalized with the customer. This date is the date of delivery for dealer sales, the date the loan is closed for lenders, and the date the customer appears at the agent's place of business for walk-in customers. A monthly report is required the first week of each month for title transactions completed the previous month. A weekly report is required every Monday morning for transactions completed between Sunday and Saturday the previous week. Only the number of late transactions completed, not the details for each transactions is required on the Monday report.

6. **Title Inventory Report**

The Certificate of Title Print Control Report is only generated for agents printing titles at their business location. It is typically produced as part of the end user's end of day or overnight process. The report lists all titles printed for the day, and once printed at the end user site, is bundled with all associated registration documents and delivered to DOT.

The report may be in a format as determined by the business partner during design, but must include the following data elements:

- Print date
- The number of titles printed
- The title number and the associated control number on the Certificate of Title Stock
- The number of voided titles and the associated control number(s)
- The number of damaged titles and the associated control number(s)
- The number of missing titles and the associated control numbers(s)
- The beginning and ending control numbers.

Optional reports include:

1. Pull Ticket

To insure proper assignment of plates and decals, the system may provide a pull ticket. It may include a control number, new owner of vehicle being purchased, VIN, make and body type, as well as the plate number assigned. If a plate is being transferred, that plate number is provided. The Vendor system shall assign all new plates sequentially.

2. Inquiry

An inquiry report may include information concerning an inquiry by Plate, Title, or VIN. The report shall include a control number, date of request, information concerning the vehicle and its owner(s). The report shall reflect emission information, liens and other conditions.

SECTION 4 - ENFORCEMENT AND PROHIBITED ACTS

As agreed in the contract with DMV, Agents and Vendors will be subject to progressive enforcement, and ultimately contract termination, for failure to abide by the Program Standards or provisions of the contract.

4.1 Progressive Enforcement

Progressive enforcement means action will be taken to address noncompliance in the following order:

1. Telephone and in-person discussions with the Agent primary authorized user and office manager, or in the case of the Vendor, the staff person and manager assigned to this account, to solve the problem;
2. Written warning to the Agent office manager, and a copy to the Agent owner, or in the case of the Vendor, to the account manager and a copy to the Vendor owner, identifying the problems and a specific time for the Agent or Vendor personnel to rectify the errors or practices.
3. Invoking contract provisions for termination;
4. Invoking dealer licensing sanctions if the practices of a Dealer Agent violate dealer licensing laws.

4.2 Prohibited Acts

Besides a breach of contract, the following are unacceptable practices and could cause termination of a contract. This is not a complete list of unacceptable practices:

1. Marketing or otherwise operating without a current contract with the DMV
2. Providing Vendor services to a client who is not a DMV approved Agent
3. Distributing indicia to a client who is not a DMV approved Agent
4. Providing APPS services to any Agent currently serviced by another Vendor
5. Willful misrepresentation of APPS policies, procedures, contractual terms, State title and registration policies
6. Failure to provide implementation and training of agents.
7. Willful misrepresentation in obtaining license plates and/or decals
8. Failure to have records available at all reasonable hours for inspection
9. Using DMV information for reasons other than business affiliated with providing APPS services
10. Failure to correct errors within an acceptable time frame
11. Charging fees in excess of those approved by the DMV
12. Failure or refusal to cooperate by withholding records or failure to maintain records
13. Failure to notify DMV in writing of a change in location, facilities, or ownership change
14. Failure to attend training sessions designated as required
15. Failure to return damaged inventory to the DMV's office
16. Failure to submit documentation for missing inventory
17. Failure to maintain adequate bonds and/or insurance
18. Willful failure to comply with any administrative rule.
19. Failure to adequately and effectively execute Electronic Funds Transfer
20. Failure to give notification of intent to file bankruptcy
21. Failure to control inventory of Plates and Decals
22. Devising or executing a scheme to defraud
23. Unauthorized copying or disclosure of data or software
24. Unauthorized modification or altering of data or software
25. Misusing or disclosing passwords
26. Reference to DMV service levels in marketing or advertising