


PARTNER Press

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



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Customer search & creating customers - best practices



Before creating a new customer record, processors should verify there are no existing records for the customer. To verify customer records, processors should

1. Search by customer credentials. For individuals, search by Social Security Number (SSN) or Wisconsin driver's license/ID number. For non-individuals, search by Federal Employment Identification Number (FEIN).
2. If the correct result is not found, conduct a search by the customer name and date of birth or ZIP code.
3. If the correct customer is still not found, start the process to create a customer record.

Incorrectly creating multiple customer records, or 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](#).

Multi-stage vehicle processing



Third-party title transfer processing for multi-stage vehicles is only allowed when the vehicle is already titled in Wisconsin.

A "multi-stage vehicle" is an incomplete motor vehicle (a basic vehicle chassis) that has had its assembly completed by another (final-stage vehicle) manufacturer that add work-performing, or cargo-carrying, components to the incomplete vehicle to make it complete.

Because multi-stage vehicles include two manufacturer certificates of origin (MCO), these must be mailed to WisDOT for manual processing.

Examples of multi-stage vehicle include, but are not limited to, motorhomes, ambulances, and buses.

When processing new and out-of-state vehicles in the eMV PARTNER or vendor system, the **"This is a multi-stage vehicle"** checkbox must be marked. Marking this checkbox will generate a Mail to DOT prompt.

eMV PARTNER resource page

As a reminder, many [eMV PARTNER resources can be found on our website](#). This includes resources for such topics as:

- Processing resources
- Training resources
- Error information
- User/sign up instructions
- Inventory ordering
- Forms
- Program standards

Check back often as resources are continually being added and updated.



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 2024 (January through March 2025).

Electronic Title and Registration Processing

Dealers and agents processing titles and/or registration electronically.

Activity	Third Quarter
Renewal agents	1,746
Title and lien agents (includes dealerships)	5,214

Electronic Title Delivery

Lenders receiving electronic title records.

Activity	Third Quarter
Lenders	1,431

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