

## RESET/CANCEL TRANSACTION

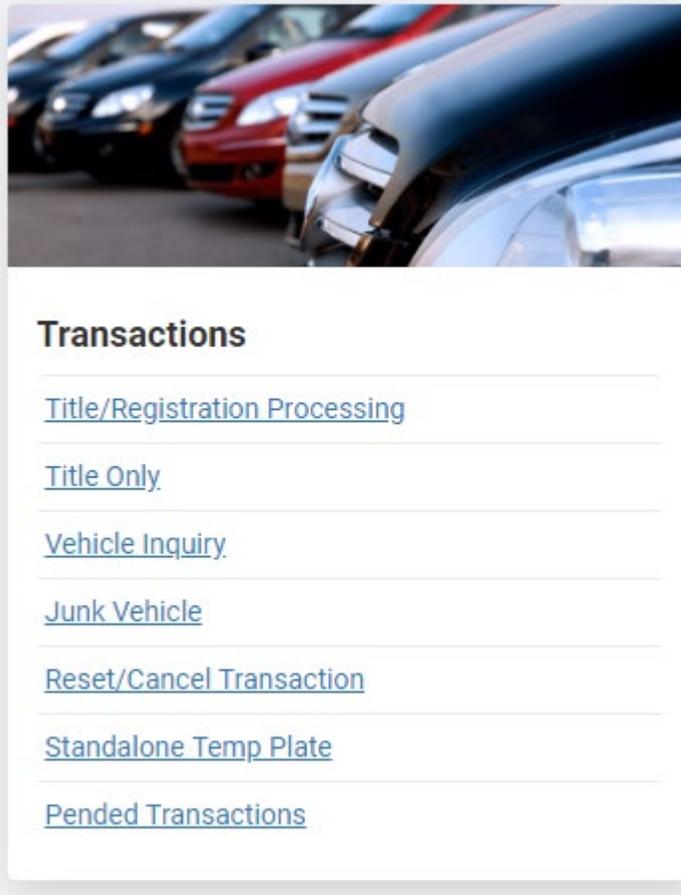
**Completed Transactions:** Can be reset/cancelled before 8 p.m. on the same day that it was processed.

**Pended Transactions:** Applications that have been pended (saved) but not completed can be reset at any time.

**Note:** Transactions can only be reset by the same organization that initially process them. If you are unable to reset a transaction processed in error, please contact the Agent Partnership Unit at (608) 266-3566. Phones are answered Monday through Friday from 7:30 AM to 4:15 PM.

## Cancel Transaction

1. From the Transactions menu block on the Dashboard select *Reset/Cancel Transaction*



## 2. Step 1 – Reset Transaction

- 2.1. Select the appropriate reset data available
  - 2.1.1. Envelope Number
  - 2.1.2. Title Number
  - 2.1.3. VIN
- 2.2. Enter correct data
- 2.3. Select *Search*

The screenshot shows a form titled "Step 1 - Reset Transaction". It has two main input areas. The first is labeled "Reset By" and is marked as "Required". It contains a dropdown menu with three options: "Envelope Number", "Title Number", and "VIN". The "VIN" option is currently selected and highlighted in blue. The second input area is labeled "VIN" and is also marked as "Required". It is an empty text box.

## 3. Step 1 – Reset Transaction

- 3.1. Review/Verify the information
  - 3.1.1. Select *Cancel* if the information is not correct
  - 3.1.2. Select *Reset* to continue

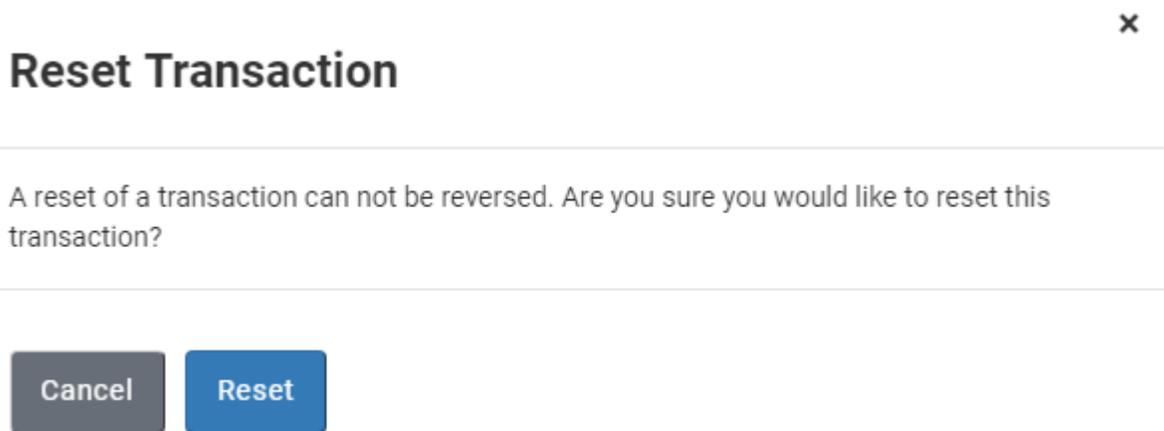
The screenshot shows the "Step 1 - Reset Transaction" form with search results. At the top, there are "Reset By" (set to "VIN") and "VIN" (with a masked input) fields, both marked as "Required". Below these is a "Search" button. The results are displayed in three columns:

<b>VIN</b> [REDACTED] <b>VEHICLE YEAR</b> 2001 <b>VEHICLE TYPE</b> AUTOMOBILE <b>VEHICLE MAKE</b> FORD <b>BODY STYLE</b> 4DR SEDAN <b>MAJOR COLOR</b> WHITE <b>MINOR COLOR</b> N/A <b>ODOMETER MILEAGE</b> N/A <b>ODOMETER STATUS</b> EXEMPT <b>EXISTING BRAND(S)</b> NONE <b>EXISTING BRAND TERRITORY</b> N/A <b>NEW BRAND(S)</b> NONE <b>FLEET NUMBER</b> N/A	<b>WI TITLE NUMBER</b> [REDACTED] <b>LAST TITLE DATE</b> 7/30/19 <b>PREVIOUSLY TITLED IN</b> N/A <b>PLATE NUMBER</b> [REDACTED] <b>PLATE TYPE</b> AUT <b>REGISTRATION EXPIRATION DATE</b> 7/29/20 <b>REGISTRATION PERIOD TYPE</b> ANNUAL <b>GROSS WEIGHT</b> N/A <b>VKI COUNTY</b> DANE <b>VKI MUNICIPALITY</b> MADISON <b>VKI OUT-OF-STATE</b> NO <b>DECAL</b> N/A <b>TITLE STATUS</b> VALID <b>TITLE STATUS REASON</b> NOT APPLICABLE <b>REGISTRATION STATUS</b> VALID <b>REGISTRATION STATUS REASON</b> NOT APPLICABLE <b>ELECTRONIC TITLE</b> NO <b>TITLE MAILED TO</b> 4822 MADISON YARDS WAY MADISON WI 53705 9100USA	<b>PRIMARY OWNER NAME</b> JOHN Q PUBLIC <b>PRIMARY OWNER ADDRESS</b> 4822 MADISON YARDS WAY MADISON, WI 53705 DANE NULL NULL <b>OWNER CONJUNCTION</b> UNKNOWN <b>CO OWNER NAME</b> N/A <b>CO OWNER ADDRESS</b> N/A <b>PRIMARY LESSEE NAME</b> N/A <b>CO LESSEE NAME</b> N/A <b>PRIMARY LESSEE ADDRESS</b> N/A <b>CO LESSEE ADDRESS</b> N/A <b>PRIMARY DRIVER NAME</b> N/A <b>CO DRIVER NAME</b> N/A <b>PRIMARY DRIVER ADDRESS</b> N/A <b>CO DRIVER ADDRESS</b> N/A
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Below the results is an "Existing Lien" section with the message "No matching records found". At the bottom of the form are "Cancel" and "Reset" buttons.

#### 4. Reset Transaction Modal

4.1. Select Reset to reset the transaction



#### 5. Step 2 – Reset Confirmation

5.1. If the reset transaction requires a reset form:

5.2. Click on the link to view/print the MV2412

5.2.1. The reset form must be printed and included in your title work that is sent to DMV for Imaging.

5.2.2. Print a copy of the reset form and place it in your work where the eMV11 receipt and title would have been placed.

5.2.3. Mail this form along with the rest of your completed work to DMV using the yellow mailing labels

5.3. Select Back To Main Menu to return to Dashboard

