

FREQUENTLY ASKED QUESTIONS & GLOSSARY

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- 1 Q:** When do we have to complete the sign-up process for the new WI DOT eMV PARTNER system?
A: Clients must complete sign up by 6/1/2019.
- 2 Q:** What if we do not complete the sign-up process by the date the PARTNER Project goes live?
A: Per WI DOT requirements, you will NOT be able to electronically process transactions until sign up is complete.
- 3 Q:** Why do we need to do this?
A: In addition to taking advantage of the new system features, in order to avoid any disruption in electronically processing vehicle transactions, all WI dealers and their staff who will be utilizing the system are required to sign up. New system features include heavy vehicle processing, local printing of temporary plates, on-line training and certification, and on-line plates/sticker inventory ordering. Please visit the emv Partner site for an [OVERVIEW](#) on what you can expect.
- 4 Q:** How can I sign up as a user of the system and get my WAMS ID?
A: Visit the [eMV PARTNER SELF-REGISTRATION](#) page
- 5 Q:** How can I sign my organization up?
A: Visit the [eMV PARTNER SIGN-UP](#) page
- 6 Q:** I still have questions on user instructions. Where should I go?
A: Visit the [eMV PARTNER USER INSTRUCTIONS](#) page here.
- 7 Q:** Will I still be processing Reg & Title Transactions with Dealertrack once the Partner Project goes live?
A: Yes, all Dealertrack clients will continue to process with Dealertrack.
- 8 Q:** What electronic processing system do I choose?
A: The applicant must choose the system with which they are currently processing electronically.
- 9 Q:** Where can the add users for the Organization Administrator instructions be found?
A: Visit [ADD A USER](#)

Note for Assigning Users:

Each Organization will need to identify and enter one person for the role of Organization Administrator. Upon approval of the Organization application by DOT, the listed Organization Administrator will receive an email notification and can begin adding users to that organization. Adding users is not necessary to complete the signup process.

- 10 Q:** What if my organization processes both dealer title/registration transactions and lien title transactions?
- A:** Your organization will need to sign up twice – once as a dealer using your dealer Terminal ID and once as a secured party using your secured party Terminal ID.
- 11 Q:** Can individual users sign up before the organization signs up?
- A:** No. Individuals will NOT be able to sign up until the organization is approved by DOT. At that point, the Organization Administrator will be able to add users.
- 12 Q:** When can we begin processing in the new eMV PARTNER system?
- A:** User processing is scheduled to begin in July 2019.
- 13 Q:** When can we add our banking information?
- A:** This is available now via the sign-up process and must be completed no later than April 1, 2019.
- 14 Q:** How does a business such as a trailer dealer sign up if they do not have a Terminal ID?
- A:** On step 2, please select “No” to the “...done business with DOT...”, and then enter their TRL dealer (plate) number.
- 15 Q:** Why is a business that only issues temporary plates such as a trailer dealer or Non-WI dealer (border dealer) required to submit a bond or ILOC?
- A:** They are accessing, updating, and providing documents from the DOT database.
- 16 Q:** Do I need a WAMS ID in order to login?
- A:** Yes, every individual will need to obtain their own unique WAMS ID.
- 17 Q:** Is it an immediate registration process or is there a time delay between registration and assignment of a WAMS ID?
- A:** A WAMS ID is assigned immediately after the two-step verification process is complete.
- 18 Q:** What happens if a user forgets WAMS ID or password?
- A:** There is an Account Recovery option on the [WAMS page](#). There is no need to re-register.
- 19 Q:** Can an individual with a WAMS ID complete the applications for more than one facility? For instance, an office administrator may need to submit for multiple locations.
- A:** Yes.

APPLICATION QUESTIONS

- 1 Q:** What happens if I submitted my application but need to edit it?
A: Contact the Agent Partnership Unit at (608) 266-3566 for further assistance. Agent Partnership Unit rep will return the application indicating the applicable information in both the return email and notes area of Manage Applications. After corrections, the application can be resubmitted.
- 2 Q:** On Step 2, I have entered my Terminal ID Number but cannot proceed to the next page. How can I proceed?
A: Select the blue Verify button next to the Terminal Number field.
- 3 Q:** Why don't I see the processing type that I need?
A: In the signup system, the business type selected determines the processing types available. If you do not see the correct processing type, verify the correct business type has been selected.
- 4 Q:** How do I "Electronic Sign" the required documents?
A: After downloading the document, simply type in correct information in the appropriate area directly, save the file and then upload the documents. **PLEASE READ:** Do not print, sign, scan, and upload the document. It will be returned.
- 5 Q:** Do I still need to send in a 'wet' signed copy of any documents?
A: The Financial documents (bond and ILOC) are the ONLY documents that are required to have a 'wet' signature and mailed to DOT.
- 6 Q:** How long does the approval process take?
A: Approval is first in/first out process based on work load at DMV.

USER AGREEMENT QUESTIONS

- 1 Q:** Are the User Agreements specific to a location or universal?
A: User Agreements are specific to one organization per location.
- 2 Q:** If the user also processes titling/registration functions for another organization, are two separate user agreements needed?
A: Yes, a user agreement is required for each individual user at each organization location they will be processing at.

- 3 Q:** The Manage User function seems to be location specific. Do I need a separate User Agreement for each user at each location?
A: Yes, they will need a separate agreement for each location.
- 4 Q:** If an employee is removed, what is the process for reinstating them? Do they need to complete another Agreement?
A: Any Organization Administrator from that organization can re-add the removed user. Yes, the user will need to sign a new User Agreement.
- 5 Q:** Is an email address required? Does it have to be individual specific or can it be a general one for that facility?
A: An Organization Signup application contact email is required which can be general or individual; This will be used by DOT to send emails during the signup process as well as other email communications.
- 6 Q:** Can there be more than one Organization Administrator for each organization?
A: Up to five (5) Organization Administrators can be added per organization.
- 7 Q:** Does the Organization Administrator also have to sign off on each User Agreement?
A: Yes; upon adding a user, the Organization Administrator will be required to sign the User Agreement for each added individual. The Organization Administrator signs the Agreement before the User receives it for signature.
- 8 Q:** Does an Organization need to have successfully completed the signup process prior to the users completing User Agreements?
A: Yes; The Organization application must be approved before an Organization Administrator can add users/sign the User Agreements.
- 9 Q:** Are the User Agreements electronic signatures only?
A: Yes
- 10 Q:** Does the User Agreement need to be renewed?
A: User Agreement is not required to be renewed.

Dealer number

A Dealer Number is the unique business license number that has been assigned to you by the Department of Transportation. If you have been assigned a Dealership Number and you are new to processing with the Department of Transportation, you will need that number for the Sign-Up process. Your organizational administrator will know your dealer number.

Terminal ID

A Terminal ID number is a unique number assigned to the organization when initially signed up for electronic processing. Terminal ID numbers are typically comprised of both letters and numbers. If you have done business with the DMV in the past, you will have been assigned a Terminal ID number. If you are new to the eMV processing system, you will be assigned a Terminal ID number after your Organization has been approved. Your Organizational Administrator will know your Terminal ID.

Legal Business Name

The formal name of your organization is registered with the Department of Financial Institutions which may be different than your Doing Business As (DBA). It would be the one referenced on all legal documents.

Secured Party Number

A number assigned by the Wisconsin Department of Transportation to Financial Institutions prior to Signing Up to do business with the Department of Transportation. This number will be required when Signing Up to do business with the Department of Transportation. Your organizational administrator will know your secured party number. If you still have question please contact the DOT directly.

Bond/ILOC

A Bond document or an Irrevocable Letter of Credit (ILOC) document is a required document for some businesses to be able to process with the Department of Transportation. These documents are completed by a 3rd party such as a bank or a Surety Bond Company.