

NOTICE OF PROPOSED GUIDANCE DOCUMENT

Processing Hours

Pursuant to Wis. Stat. s. 227.112, the Wisconsin Department of Transportation is hereby seeking comment Processing Hours s. 218 and s. 341, a proposed guidance document.

PUBLIC COMMENTS AND DEADLINE FOR SUBMISSION

Comments may be submitted to the Wisconsin Department of Transportation for 21 days by:

1. Department's website: <https://wisconsindot.gov/Pages/dmv/dlr-agents/dlr-ttl-reg/processinghours.aspx>

2. Mailing written comments to:
Division of Motor Vehicles
Wisconsin Department of Transportation
4822 Madison Yards Way
PO Box 7336
Madison, WI 53707-7336

WEBSITE LOCATION OF FINAL GUIDANCE DOCUMENT

The final version of this guidance document will be posted at wisconsindot.gov to allow for ongoing comment.

AGENCY CONTACT

DOTDMVGuidanceDocs@DOT.WI.GOV



State of Wisconsin Department of Transportation

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Processing hours

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DMV technical staff is available to help with any online system problems Monday through Friday 8 a.m. to 5 p.m., however, processing can take place outside of this time frame. Some planned outages may occasionally occur. These outages will be communicated with sufficient lead-time to allow for any necessary contingency plans.

Web Access Management System (WAMS)

For logon ID and password questions go to [WAMS internet site](#).

Agent Partnership Unit (APU)

For questions related to the completion of electronic title/registration applications, contact DMV's Agent Partnership Unit at (608) 266-3566 between the hours of 8 a.m. and 4:30 p.m., Monday through Friday or [email](#) your question. We encourage new users to call APU when processing their first application.

Dealer Licensing Unit (DLU)

For questions regarding the sign-on process, user ID, user roles, or password questions, call DMV's

Customer Service Unit at (608) 266-1425. Phones are answered between the hours of 8 a.m. and 4:30 p.m. Monday through Friday. You can also [email](#) your questions.

Benefits

For more information about the benefits of the eMV Agent program, contact:

Dealer & Agent Section

P.O. Box 7909
Madison, WI 53707-7909

Email AgentPartnershipUnit@dot.wi.gov

Phone (608) 266-3566

Fax (608) 266-9552

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