

## SECTION 10: PROCESSING TIPS

### Addresses

- **County** highway or road: Do not use abbreviations such as Co, Cty, or CTH. The word *County* must be spelled out for mailing purposes. (Ex. County P).
- **# sign:** should be used if you have an address with an apartment number. If you type in the abbreviation 'apt.' for the apartment number, the system will automatically insert the # sign in place of 'apt.'
- **Post office box:**
  - Post office box alone is only permitted for businesses.
  - For individuals, the PO Box will be used to mail any items but a street address is also necessary.

When using an address with both a street and PO Box, make sure the ZIP code used corresponds to the PO Box.

### Brands

Any brand printed on a Wisconsin title will automatically carry forward to the new title.

### Plates

**Inquiry of plate numbers:** DOT does not use the letter O in plate numbers. A zero should be used in place of the letter O.

### Resetting (canceling) transactions

If you need to change or correct a completed transaction, it must be reset by 8:00 PM on the **same day** it was completed.

If you discover an error and cannot reset the application, contact DMV's Agent Partnership Unit at (608) 266-3566 for assistance.

### Processing hours

DMV technical staff is available to help with any on-line 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. DMV technical support staff can be reached at (800) 362-3050.

### **Web Access Management System (WAMS)**

For logon ID and password questions contact the WAMS Internet site at <https://on.wisconsin.gov>.

### **Agent Partnership Unit (APU)**

For questions related to the completion of electronic applications, contact DMV's Agent Partnership Unit at (608) 266-3566 between the hours of 7:00 a.m. and 4:30 p.m., Monday through Friday or [e-mail](#) your question. We encourage new users to call APU when processing their first application.

### **Customer Service Unit (CSU)**

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 7:00 a.m. and 4:30 p.m. Monday through Friday. You can also [e-mail](#) your questions.