

## Chapter Trans 196

### COUNTER SERVICE AND SPECIAL HANDLING SERVICE FOR CERTIFICATES OF TITLE AND REGISTRATION

Trans 196.01 Purpose and scope.  
Trans 196.02 Definitions.

Trans 196.03 Counter service and fees.  
Trans 196.04 Special handling service and fees.

**Note:** Chapter MVD 26 as it existed on August 31, 1990, was repealed and a new chapter Trans 196 was created effective September 1, 1990.

**Trans 196.01 Purpose and scope.** (1) As authorized by ss. 85.16 (1), 227.11 (2) (a), 341.19, 341.255 (1) and 342.14 (7), Stats., the purpose of this chapter is to establish the department's administrative interpretation of ss. 20.905, 85.14 (1) (a), 341.255, 342.08, and 342.14 (7), Stats., relating to counter service and special handling service for certificates of title or registration.

(2) This chapter applies to any applicant obtaining counter service or requesting special handling service for certificates of title or registration.

**History:** Cr. Register, August, 1990, No. 416, eff. 9-1-90.

**Trans 196.02 Definitions.** In this chapter:

(1) "Applicant" means a natural person, partnership, association, or body politic or corporate, or the designee of a natural person, partnership, association, or body politic or corporate.

(2) "Application" includes documents, forms, information or fees which must be submitted to the department before the department may issue evidence of ownership or registration, or both, for a single vehicle.

(3) "Counter" means a facility that is established by the department at which an application may be submitted in person by an applicant.

(4) "Counter service" means issuance of evidence of ownership or registration from an application submitted to a counter.

(5) "Department" means the department of transportation.

(6) "Evidence of ownership or registration" includes the following:

- (a) Certificate of registration.
- (b) Certificate of title.
- (c) License plate, including a temporary license plate.
- (d) Receipt.
- (e) Special identification card for the physically disabled.
- (f) Validation sticker.

(7) "Special handling" means a request by an applicant for accelerated service, fast handling, or priority service in the issuance of certificate of title or registration, including the use of a special department telephone registration service for the payment of renewal fees.

(8) "Transaction" means one or more applications for renewal of registration, submitted at one time through a special department telephone registration service.

**History:** Cr. Register, August, 1990, No. 416, eff. 9-1-90.

**Trans 196.03 Counter service and fees.** (1) The department shall collect the applicable fee for counter service as specified in s. 341.255 (2), Stats.

(2) Except as provided in sub. (3), the charge for counter service shall be computed as a fee per application.

(3) The department shall charge the counter service fee for each application submitted to a counter, unless one or more of the following apply:

(a) The application is also subject to a special handling fee under s. Trans 196.04.

(b) The department requests the applicant to deliver an application or evidence of ownership or registration to a service counter for the purpose of correcting an error by the department.

(c) The applicant requests a duplicate registration month or year validation sticker, and department records show that the applicant paid for the original validation sticker.

(4) A counter service fee shall be refunded if the department determines that evidence of ownership or registration was not issued to the applicant.

**History:** Cr. Register, August, 1990, No. 416, eff. 9-1-90.

**Trans 196.04 Special handling service and fees.**

(1) Except as provided in sub. (3), the department shall charge a fee for special handling service as follows:

(a) For processing an application for a certificate of title, \$4.

(b) For processing an application for a combination of a certificate of title and registration, \$4.

(c) For processing an application for registration only, \$2.

(d) For the payment of fees through a special department telephone and internet registration service, a fee per transaction to be determined by the department annually to approximate the cost to the department for providing the transaction, not to exceed \$2.50. In determining the fee per transaction for the current year, the department shall review, from the previous year, the total cost of the service, the number of transactions, and other material factors. The current fee shall be published on the department's internet web site and on the department's telephone interactive voice response system and on all vehicle registration renewal notices that are eligible to use the internet or telephone renewal service.

**Note:** The internet web site is <http://www.dot.state.wi.us/drivers/index.htm>.

(2) (a) Except as provided in par. (b), the department may charge only one special handling service fee under sub. (1) per application.

(b) The department may charge the special handling service fee under sub. (1) (d) in addition to a special handling fee under sub. (1) (a) to (c) if both fees apply to the service.

(3) The department shall charge a special handling service fee when an applicant does one of the following:

(a) Mails an application to the department with a request for special handling, and the department satisfies one of the following conditions:

1. Issues a certificate of title or registration within 2 working days of receipt of the request.

2. Contacts the applicant by telephone within 2 working days of receipt of an incomplete application for a certificate of title or registration.

3. Mails a written response to the applicant within 2 working days of receipt of an incomplete application for a certificate of title or registration.

(b) Submits an application to the department and requests issuance of a certificate of title in less than the 3 days normally required for the department to check the application against the

records of stolen vehicles in the department of justice as prescribed by s. 342.08, Stats.

(c) Requests the department to locate an application previously submitted to the department and the department locates the application.

(d) Submits a transaction through a special department telephone registration service, except for the telephone authorization service established by s. 341.19, Stats.

(4) The special handling fee shall be refunded if the department determines that the special handling service for which the fee was collected was not performed.

(5) The department shall include information about fees for the special department telephone registration service in the notice

for renewal of registration that the department mails to vehicle owners.

**Note:** The mailing address for requests for special handling of an application for a certificate of title or registration is: Division of Motor Vehicles, Fast Service Processing, P.O. Box 7306, Madison, Wisconsin, 53707-7306.

**Note:** As of September 1, 1990, the special department telephone registration service is limited to a pilot project using a special telephone number. The special telephone number and information about the use of the service may be obtained from the Inquiry and Tracing Unit, (608) 266-1466.

**Note:** The forms MV2, License Plate Renewal Notice (postcard), and MV3, License Plate Renewal Notice (statement), are not required to renew a vehicle registration or to use the special department telephone registration service, but provide information regarding the renewal of vehicle registration. The department mails the forms to the owner of a vehicle approximately 30 days prior to the expiration of a vehicle's registration.

**History:** Cr. Register, August, 1990, No. 416, eff. 9-1-90; am. (1) (d), Register, January, 1992, No. 433, eff. 2-1-92; **CR 05-024: am. (1) (d) Register September 2005 No. 597, eff. 10-1-05.**