

NOTICE OF PROPOSED GUIDANCE DOCUMENT

9-20-2019 CWS Court Clerk Presentation

Pursuant to Wis. Stat. s. 227.112, the Wisconsin Department of Transportation is hereby seeking comment on 9-20-2019 CWS Court Clerk Presentation, a proposed guidance document.

PUBLIC COMMENTS AND DEADLINE FOR SUBMISSION

Comments may be submitted to the Wisconsin Department of Transportation for 1 day by:

1. Department's

website: <https://trust.dot.state.wi.us/act369/?id=DMV987&uri=20190920CWSCourtClerkPresentation&division=DMV&tags=CWS>

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 wisconsin.gov to allow for ongoing comment.

AGENCY CONTACT

DOTDMVGuidanceDocs@DOT.WI.GOV

CSRs and Going Paperless

WI Municipal Court Clerks Seminar 2019

Present by: Mark Conroy, DMV Program Supervisor

and

Sharon Olson, DMV Motor Vehicle Program Specialist

CSRs/Citation Submittals

Common Errors/Items Missing Upon Submittal

Citations with a suspension

If you submit an MV4016/MV4017 to DMV for a conviction and there is a suspension on the bottom, DMV will suspend for that conviction

- What we have found is that courts are submitting the citation, we never received the original conviction, and the court is trying to suspend for FPF
- Customer are contacting the courts because their record isn't correct
- Multiple CSRs are needed to resolve
 - CSR for original SUS to be removed from original conviction
 - Directive #2 – Revocation/suspension reported in error
 - CSR for original conviction to have FPF SUS set up
 - Withdrawal basis – FPF
 - Directive #13 – Court ordered revocation/suspension

Implied Consent / Refusals

DMV is seeing Implied Consent convictions coming in with OWI statute numbers. This will cause a delay in your convictions posting to the driver's records because it will error out in our system, requiring human intervention to correct the error. We have to contact you directly to have it correct on the CSR to ensure DMV updates to the correct violation.

- Statute number provided SHOULD BE the IC statute
 - 343.305(9)(a)
- Statute numbers should NOT BE the OWI statute
 - 346.63(1)(a)

Refusal Dates Missing

Box #66 is required when a conviction for Implied Consent/Refusal is submitted. If it is missing, your submittal will error out.

- If this errors out, this will cause a delay in your conviction posting to the driver's record, requiring human intervention to correct the error. We have to contact you directly to have it correct on the CSR to ensure DMV updates to the correct violation.

DMV is Going Paperless

What Does That Mean?

Overview

As of January 1, 2020 DMV will no longer be accepting any documentation from WI courts by paper. In today's day and age, with our access to technology, the demand for faster and accurate record updates is increasing.

- DMV has a FREE web systems (COWS) for courts to submit convictions, citations, and withdrawals to update to a driving record.
 - This system will take these items submitted and update a record overnight during a batch process. Record are updated within 24-48 hours.
- Submitting paper to DMV causes a delay in processing.
 - Your paperwork is mailed to DMV, sent to our work area, cataloged, returned to mail room scanning, returned to work area, sent to external vendor for processing, returned to DMV, checked for accuracy, record is updated. This process takes 1-2 weeks, if there are no irregularities in the documentation or process listed above.

What Does This Mean?

- Record updates will occur much quicker
 - Current process: 1-2 weeks
 - Electronic process: 1-2 days
- You will save on postage – no more mailing daily/weekly/monthly to DMV
- You can save on paper/printing costs
 - If you don't print/save your own copy, you won't have to print a copy to send to DMV
 - NOTE: COWS does not have a database function to store your paperwork, so you may need to consider print or saving a copy to a computer for reference purposes, based on your court needs

DMV is here to support you

We have a dedicated email and phone number for COWS users.

Email is the best way to contact us!

cowssupport@dot.wi.gov

- If you have not already done so, sign up for a WAMS account
 - One account is needed per clerk that will be entering information
 - YOU CANNOT HAVE AN ACCOUNT NAMED AFTER YOUR COURT. Example: Dane County has 5 clerks. Each clerk will have an individual account in their name, but none of those accounts will belong to “Dane County”
 - Email COWS support to start this process – we will send you the document that walks you through how to set up an account

Brief COWS Demo

- How to log in
- Navigating the system
- Citation Reporting
- CSR Reports
- Refusals
- View records
- [COWS System](#)

Other Options

- If COWS doesn't meet your record storage needs. There are vendors you can partner with to help you out. There is a cost they have for providing their platforms to you and support
- TiPPS
 - Contact Susan Czerniak
 - (877) 241-3877
 - susan@tipssllc.com
- QuickClerk/Praxis
 - Contact Shane Jenks
 - (256) 744-4104
 - shanejenks@quickclerk.net
- Incode
 - No contact info available, unfortunately

Questions?