

## **NOTICE OF PROPOSED GUIDANCE DOCUMENT**

### **Customer Appointments**

Pursuant to Wis. Stat. s. 227.112, the Wisconsin Department of Transportation is hereby seeking comment on Customer Appointments, ch. 343, 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://appengine.egov.com/apps/wi/dot/guidance-docs?guidDocId=DMV535>

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](http://wisconsindot.gov) to allow for ongoing comment.

### **AGENCY CONTACT**

[DOTDMVGuidanceDocs@DOT.WI.GOV](mailto:DOTDMVGuidanceDocs@DOT.WI.GOV)



## State of Wisconsin Department of Transportation

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# Reschedule, cancel or verify other DMV Customer Service Center appointments

[Online services](#)[Drivers](#)[Vehicles](#)

Appointments for licensing or ID card services can be made through the [Interactive Driver License/ID Guide](#). DMV is offering appointments at many locations throughout the state (additional locations coming soon).

If you have already scheduled an appointment through the Interactive Driver License/ID Guide, you may access this online system to reschedule, cancel or verify your existing appointment at the link below. Your current appointment will not be canceled until you confirm your new appointment.

New appointments are added periodically throughout the week. You are welcome to check back and reschedule your appointment.

When searching for your existing appointment through the online system, you will be prompted to enter the following items:

- Your driver license or ID card number, or your social security number
- Your date of birth
- Your zip code on file with the department
- An email address or cell phone number with texting is required in order to receive a confirmation and reminder of your appointment.

[Reschedule, cancel or verify DMV appointments](#)

This service may not be available on Sundays from 6 a.m.–9 a.m. due to regular system maintenance.

## For more information:

- [DMV customer service centers](#)
- [Interactive driver license/ID guide](#)

## Questions?

**Email** [Wisconsin DMV email service](#)

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