Traffic Violation and Registration Program (TVRP)

The Traffic Violation and Registration Program was created in 1981 to give municipal courts an effective way to collect fines and forfeitures from otherwise unpaid parking citations using plate suspension and/or prevention from registration. The law was amended in 1982 to allow any local authority such as a municipality, law enforcement agency, or parking enforcement agency to participate with or without court intervention. In 2019, the online application was launched to expedite the process.

 Each program participant is required to send two warning notices to the owner of the vehicle within a 28-day period after the citation is issued. The notices must be mailed to the last known address of the person to whom the citation was issued. The notices must include:

- Date the citation was issued
- License number of the vehicle involved
- Amount of the citation
- Place the citation may be paid
- Means by which the citation may be contested
- Date by which the citation must be paid or contested to avoid further action by the participant
- Notice of action the participant will take if they fail to respond (either pay the citation or appear in court).

If the citation is not paid and the violator has not contested, the participant may submit a Notify to WisDOT with one of the following actions:

- SUSPEND ONLY (makes it illegal to operate the vehicle with the cited plate)
- REFUSE ONLY (prevents the violator from obtaining any new or renewal registration)
- SUSPEND AND REFUSE (both above actions)

When the citation is paid, the participant is required to submit (Satisfy) the parking suspension within three working days.

Out of State License Plates

In cases where the vehicle that received the citation has an Out of State license plate, no action can be taken by the Wisconsin Department of Transportation. WisDOT has no authority to suspend a vehicle with registration from another state. The department will take no action, and these submissions will be denied.

Leased vehicles

In cases where the owner of a vehicle is a leasing company, the Notice of Unpaid Citation must include the lessee's information, not the lessor's information. The 'refuse' or 'suspend and refuse' actions taken against a lessor would unfairly prevent every person leasing a vehicle from that company from

renewing their registration or purchasing additional products from the WisDOT. Placing the action on the lessee will make the lessee's vehicle illegal to operate and will prevent the lessee from renewing any registrations or purchasing new registrations.

Rental Vehicles

In cases where the owner of a vehicle is a rental company, the action requested on the Notify must be the 'suspend' action. The 'refuse' or 'suspend and refuse' actions taken against a rental car would unfairly impact the current renter and owner of that vehicle. The 'suspend' action will ensure that only that plate is suspended. This ensures the owners fleet, and their current renters are not negatively impacted.

Let's Begin

Each user of the TVRP online application will need to obtain a WAMS ID. Please note that WAMS ID belongs to the individual and not the municipality. A WAMS ID can be created by accessing the following application https://on.wisconsin.gov/WAMS/home.

If your municipality has *not* participated in the program before, begin with the section titled **Get Participant ID**. If your municipality has participated in TVRP before, go to the section titled **Enter Participant ID.**

Get Participant ID

To participate in TVRP municipalities must first be enrolled as a participant in the program. Enroll a municipality in the following manner:

1. Log into the TVRP application (https://tvrp.wi.gov/) using your WAMS ID
2. On the TVRP Welcome page select Get Participant ID.
3. Enter the municipality name and address. Click Next.
4. Enter the agency name and address that will be submitting your parking citation cases (i.e., Police Department, Traffic Bureau, Parking Utility, etc.). Click Next.
5. Enter the payment place name and address that will process parking tickets and where violator must go to pay parking fine. Click Done.

6. Once this information is submitted, WisDOT will review the request and issue the municipality a four-digit participant number. The individual that submitted the TVRP participant request is notified via email of the DOT-assigned four-digit participant Id.
7. Once enrolled, you may log in with you WAMS account credentials.
8. Each user is required to electronically agree to the TVRP User Agreement before using TVRP.
9. Move on to **Set Up Payment Account**

Note: the individual WAMS account that is used to enroll the municipality is the initial administrator for the municipality TVRP participant account.

Enter Participant ID

If your municipality has participated in TVRP before, you will need to associate your WAMS ID to that municipality:

1. Enter Participant ID option – Enter the 4-digit participant Id assigned by WisDOT, select Submit.
2. The municipality name on file with WisDOT is returned and displayed for confirmation. If this is the correct municipality, you are required to enter a payment place name and address that will process parking tickets and where violator must go to pay parking fine.
3. Each user is required to electronically agree to the TVRP User Agreement before using TVRP.
4. Move on to **Set Up Payment Account**

Note: the individual WAMS account that is used to enroll the municipality is the initial administrator for the municipality TVRP participant account.

Set Up Payment Account

Before you can begin submitting Notifies, you are required to establish a recurring payment account with the State of Wisconsin's bank (US Bank). You can set up the payment account by using a Credit Card or Checking/Savings account. An additional convenience fee is charged when payment is made via Credit Card. If using a Business Account (not credit card) you may need to notify your bank to allow WisDOT to pull funds from the account.

You may edit your payment account at any time, by selecting **Account Profile** –> **Payment section**, select **Manage Account**.
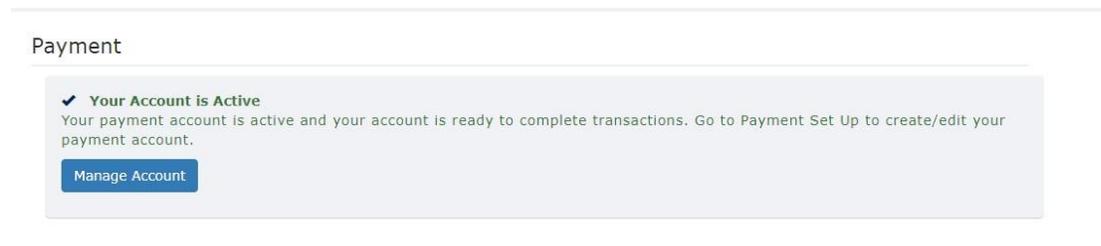
Your payment account will automatically be sent a request for payment for all successful Notifies completed via the online application prior to 7 PM CT every day (Sun – Sat). Please Note: If the request for payment fails (i.e., Credit Card expiration date has passed), your TVRP account will automatically be suspended from submitting any additional Notifies. You will need to log into the TVRP application and update your payment account information to reactivate. Please refer to Update Payment Account section for further information.
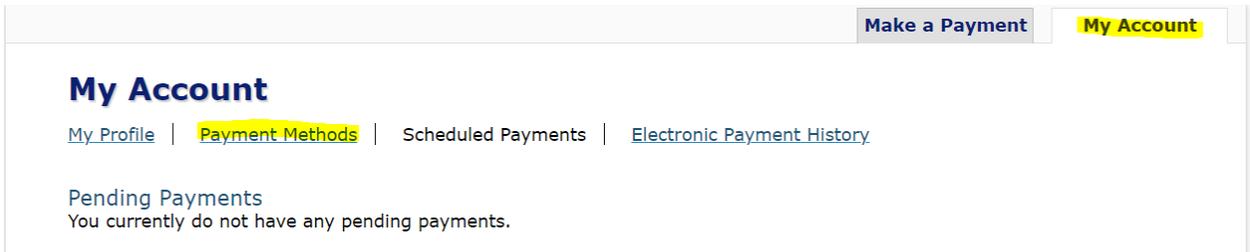
Update Payment Account

Credit Card – Update expiration date

1. Log into the TVRP application (https://tvrp.wi.gov/) using your WAMS ID
2. Select Manage Account – you will be redirected to the US Bank website
3. Once on the US Bank website, select the Edit Payment button
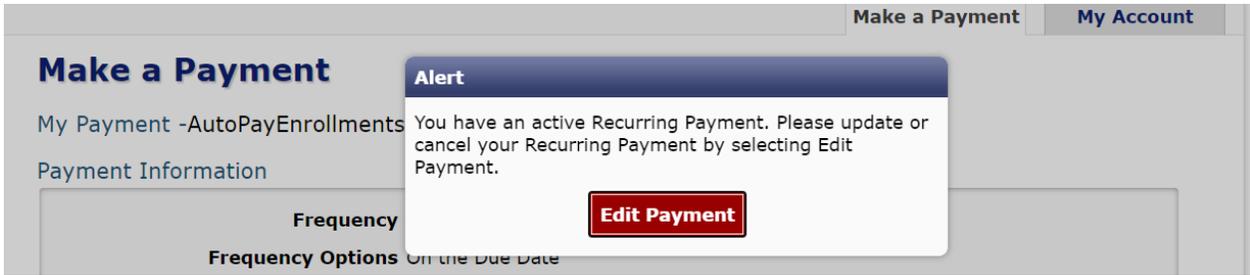
4. On the My Account tab, select the Payment Methods link

5. On the Payment Methods page, US Bank will display all your saved payment methods. Locate the Credit payment account you need to update and select Edit in the Action column.

6. On the Edit Payment Method page – update the expiration date, enter your card security code, and select the Save button at the bottom of the page.

	Make a Payment	My Account

My Account

My Profile | **Payment Methods** | Scheduled Payments | Electronic Payment History

Edit Payment Method

This account is associated with one or more scheduled payments. Any changes to this account will be reflected in those payments.

Card Number *1111

Expiration Date 02 ⌄ 2032 ⌄

Card Security Code [   ] 🔲

Card Billing Address ⦿ Use my profile information
1 S PINCKNEY ST
MADISON, WI 53703
United States
○ Use a different address

Account Nickname (Optional) [   ]

Save Cancel

7. After selecting Save, you are sent back to the US Banks My Account page. Your account is now updated.

	Make a Payment	My Account

My Account

My Profile | Payment Methods | Scheduled Payments | Electronic Payment History

Saved Payment Methods   Add a Payment Method

Nickname	Method	Type	Number	Actions
	Credit	Visa	*1111	Edit	Delete

Showing 1 to 1 of 1 entries   First Previous 1 Next Last

Checking/Savings Account – Update account in a Stopped Status

1. Log into the TVRP application (https://tvrp.wi.gov/) using your WAMS ID
2. Select Manage Account – you will be redirected to the US Bank website
3. On the Make a Payment page, select your account from the Saved Payment Methods drop down list and select the Continue button

4. On the bottom of the Review Page, select the check box next to "I accept the Terms and Conditions", then select the Confirm button.

5. On the Confirmation page, select the Continue to State Agency Website button. Your account is now updated.

Using the TVRP System

Once successfully logged in, you may **Manage Users** for your municipality participant account (as an administrator), submit **Notify** requests of parking violations, release the suspension and/or hold on registration through **Satisfy**, and run a **Report** of successful submissions.

Manage Users

TVRP Administrators can add users to the municipality participant account by selecting Add User and entering the users WAMS ID. Users can be added with the role of TVRP Administrator or TVRP User. There is no limit to the number of administrator/users that can be added to the account. Each user of the municipality is required to electronically agree to the TVRP User Agreement.

Manage Users

Admin	Name	WAMS ID	Last Accessed	User Agreement	Actions
✔	brian		4/11/2019	4/3/2019	✏Edit 🗑Remove
	Bonnie		4/9/2019	4/4/2019	✏Edit 🗑Remove

Add User

Add User

WAMS ID

Wams Id | 🔍 Submit

Create a Notify

To Notify the system of a parking violation and associated consequence, submit the following required data elements:

- Name and address of violator
- License Plate Number if plate is not available the VIN is required
- Citation/Judgment number
- Date citation was issued, or date judgment was entered
- Amount of Payment due from the violator
- Desired TVRP Action (Suspend & Refuse, Suspend, or Refuse)

Create Notify

For best results, use data directly from the Department of Transportation's database.

Individual | Business

Individual Information

First Name

Middle Initial Optional

Last Name

Suffix Optional

Address

P.O. Box

City

State
Wisconsin ▾

Zip Code

Vehicle Information

Plate Number ■ Plate Not Available

Confirm Plate Number

Plate Type Optional

Exp. Year Optional

Plate State Optional
-- Select -- ▾

Citation/Judgment Information

Type
Citation ▾

Citation Number

Citation Date

Amount Due

TVRP Action

Please select the action you would like to take:

○ Suspend and Refuse Registration
○ Suspend Registration
○ Refuse Registration

By selecting "Submit," you agree to be charged $3.00 (an additional fee is charged when payment is made by credit card)

Submit | Cancel

Once you select Submit, and the violator is found, the name is shown for verification. Once verified, the Notify request is transmitted and WisDOT returns the Case Number assigned. *Please document the Case*

Number that is returned for use in the Satisfy process. Case numbers will always follow the format of your four-digit participant ID, two-digit day, two-digit month, two-digit year, and a three or four-digit sequential number.

In some cases, the notify request is passed on to WisDOT for further review. In these cases, the user that submitted the notify request is sent an email with the assigned case number or reason the notify cannot be completed. Cases that are sent to WisDOT for further review can and will only be a refusal against the customer. Some examples that could require further review include, but are not limited to: cancelled plate, disassociated plate, temporary plate with no record, no plate VIN only, tribal plates.

Satisfy TVRP

To release a suspension and/or hold on registration, you will complete a search for the active Notify transaction. Participants can complete a search by Case Number, Citation Number, Judgment Number, Plate Number, or date range. It is recommended to search by Case Number for best results. DOT will return all possible matches using the search criteria submitted. Note: only active/open Notify transactions created by *your Municipality* will be returned from the search.

Satisfy TVRP

Select your search criteria, or enter a date range. To narrow your results, search by both.

Search By	Number	From Date		To Date	
-- Select One -- ▾		03/01/2019	📅	03/04/2019	📅

[Search] Refine Search

Select	Case Number	Citation/Judgment Number	Name	Plate/VIN
☐	████████	████████	████████	████████

[Submit]

From the search results, identify the Notify you wish to Satisfy and select the check box in the far-left column, select Submit. You will receive a success message to let you know the parking suspension has been released.

When a parking suspension is released (Satisfied) in error, contact the Department of Transportation at 608-264-7137.

Reports

You can generate a report that displays all the Notify and Satisfy submittals completed by your associated municipality participant account via the TVRP online application by entering a date range and selecting search. The report search date range is limited to no greater than 31 consecutive days. Note: Any Notify or Satisfy completed outside of the TVRP online application are not available on this report.

TVRP Participant Report

From Date
MM/DD/CCYY 📅

To Date
MM/DD/CCYY 📅

Search

Bulk Submission of Notify and Satisfy transactions

Bulk Submission allows participants to upload a comma-separated value (CSV) file containing multiple TVRP suspend (Notify) and/or release (Satisfy) parking suspensions. This is a great option for municipalities that regularly have a large volume of Notifies and Satisfies.

To begin, select Bulk Submission – Upload from the navigation menu.

Notify	Account Profile	Satisfy	Bulk Submission ˅	Reports ˅
			Upload	
			View Submissions	
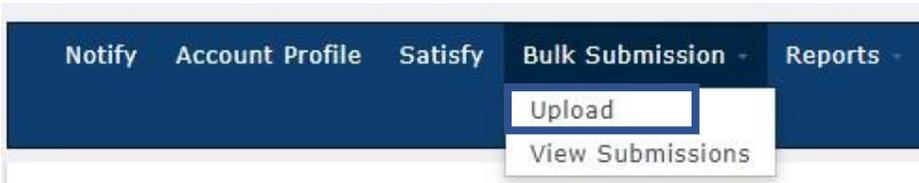
A submission template file and instructions are located on the Upload Bulk Submission page. Select "Bulk Submission template file" link to download the file to your computer. The template file contains a header row for ease of use and is required to be submitted. The header row is row 1 of the bulk submission template file. It contains a description for each column (column A thru X).

For detailed instructions, such as field length requirements, required/optional fields, select the "Bulk Submission instructions" link to download and save to your computer.

Upload Bulk Submission

Bulk Submission allows participants to upload a file containing multiple TVRP suspend (Notify) and/or release (Satisfy) parking suspensions in the Department of Transportation system. This is a great option for municipalities that regularly have a large volume of Notifies and Satisfies.

To use Bulk Submission, municipalities must use the file format as laid out in the Bulk Submission template file. The template file contains a header row for ease of preparation, and is required to be submitted.

Please reference the Bulk Submission instructions for submitting bulk submission files. Files are processed daily and results can be viewed by selecting View Submissions in the navigation menu. Results remain available for review for 30 calendar days.

File Name
Choose File No file chosen

Submit   Cancel

Submit Bulk File

After reviewing the instructions and creating your bulk submission file, you are ready to upload. From the Upload Bulk Submission page, select the file to be uploaded and select Submit.

The uploaded file is validated to ensure it follows the bulk submission template file format. When the uploaded file does not follow the file format specifications, the file is not uploaded. Examples of not following the file format include but not limited to:

- Submitting a blank file
- Submitting a file with an invalid number of columns
- Submitting a file with more than 500 records

⊗ **Error** File upload failed, does not meet the file format specifications.
Maximum number of records cannot exceed 500.   ✕

When uploading a file that is not a .csv, the following message displays.

⊘ Specify a CSV file. (Comma-separated values)   ✕

When the file uploaded is compliant with the file format specifications, the file is accepted for processing.

⊘ File upload successful   ✕
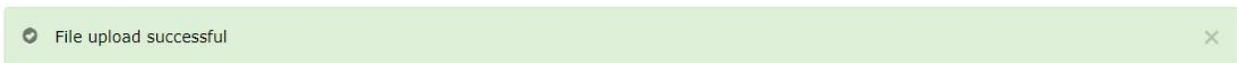
Successfully uploaded files are processed daily in the order received. Depending on volume, a file may complete processing within 10 -15 minutes. During busy times, a file may take 2 to 4 hours to complete processing.

As a reminder, the municipality payment account is automatically sent a request for payment for all **successful** (case number assigned) placed suspensions completed prior to 7 pm CST each day (Sun – Sat).

As with single case submissions any citations from bulk uploads that are sent to WisDOT for further review can and will only be a refusal against the customer. Some examples that could require further review include, but are not limited to: cancelled plate, disassociated plate, temporary plate with no record, no plate VIN only, tribal plates.

View Bulk Submission Results

To view your results, select Bulk Submission – View Submissions from the navigation menu.

Notify	Account Profile	Satisfy	Bulk Submission	Reports
			Upload	
			View Submissions	
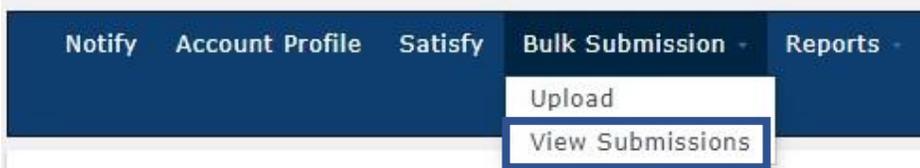
The Bulk Import History page opens and displays a table of all the bulk submission files submitted for your municipality within the last 30 calendar days.

Bulk Import History

Date Submitted	File Name	Action
4/8/2019	Test Submission File.csv	View Submissions

Date Submitted column:
- displays the date in MM/DD/CCYY of when the file was uploaded successfully

File Name column:
- displays the name of the file submitted

Action column:
- displays <u>View Submissions</u> link

Select View Submissions link in the Action column to open the Bulk Import History Detail page. On the Bulk Import History Detail page, the results of each transaction submitted displays in a table format. The next page provides an example of the Bulk Import Detail page, with a description of each section it includes.

Bulk Import History Detail - 4/11/2019

Export To CSV

Transaction Type	Case Number	Plate/VIN	Citation/Judgment Number	Message	Action
S	███████			Case ███████: SATISFY Processed Successfully. Case number: ███████	Success
S	███████			Case ███████: SATISFY Processed Successfully. Case number: ███████	Success
S	███████			Case ███████ SATISFY Processed Successfully. Case number: ███████	Success
S	███████			Case ███████: SATISFY Processed Successfully. Case number: ███████	Success
S	███████			Case ███████: Parking case not found.	Failed
N		███████	███████	Notify denied by DOT	Denied
N		███████	███████	NOTIFY not Processed. Required Data fields not included	Failed - Action Needed Fix Manually
N			███████	NOTIFY not Processed. Required Data fields not included	Failed - Action Needed Fix Manually

Back to Bulk Import History

Transaction Type column:
- N displays for Notify transactions
- S displays for Satisfy transactions

Case Number column:

- For successful Notifies, the DOT assigned Case Number displays
- For Satisfies, the submitted Case Number displays

Plate/VIN column:
- The Plate or VIN submitted displays

Citation/Judgment number:
- The Citation or Judgment number submitted displays

Message column
- Displays the success or error message for the request

Action column:
- One of the following displays:
- Accepted for processing
- Success
- Failed
- Pending DOT Review
- Failed – Action Needed
- Denied

Accepted for processing: when the upload file is successfully uploaded, you will see the first status for each record is assigned as accepted for processing.

Success: records that successfully place a suspension or successful remove a suspension are assigned an action of Success.

Failed: records that cannot result in a suspension or removal of a suspension are assigned an action of Failed.

Pending DOT Review: notify request with this action indicates WisDOT must review to determine if the suspension can be placed as requested. WisDOT reviews all pending notify requests within 24 hours of submittal during business hours Monday – Friday, excluding holidays. WisDOT notifies the **submitter** via email once the request has been processed. When your submission is sent to WisDOT for review, an approved notify is completed as a refusal. Some examples that will cause your submission to be sent for WisDOT Review will include but are not limited to:

- Incorrect customer address
- Previous address
- Out of state customer or plate
- Incorrect name format

Failed – *Action Needed*: when a Notify request indicates *Failed – Action Needed*, this means the **required** data elements were not received and the Notify request cannot be processed. On the Bulk Import History Detail page, municipalities can choose the option to complete the request

online by selecting the Fix Manually link to complete the Notify request. The Fix Manually link remains an option for 3 calendar days. Municipalities can also choose to resubmit the Failed request with all required data elements at any time by submitting a new Bulk Upload file.

Denied: when a Notify request indicates *Denied*, this means WisDOT has reviewed the request and determine the suspension cannot be placed. The submitter of the notify request is notified via email with the specific denial reason (i.e., cannot place suspension on out of state plates).

Bulk File Export

A CSV results submission file can be downloaded by selecting the Export to CSV button that displays in the upper left corner of the Bulk Import History Detail page.

Bulk Import History Detail - 4/12/2019

Export To CSV

Transaction Type	Case Number	Plate/VIN	Citation/Judgment Number	Message	Action
N				NOTIFY not Processed. Required Data fields not included	Failed - Action Needed Fix Manually

Back to Bulk Import History

The Bulk Submission results file contains a header row (Columns A – AB). The file contains data that was originally submitted, plus four additional columns
- Column Y = "Action"
- Column Z = "Reason/Additional Information"
- Column AA = "Submission Date/Time stamp"
- Column AB = "Processed Date/Time stamp"

Column Y "Action" contains one of the following:
- Success
- Failed
- Pending DOT Review
- Failed – Action Needed
- Denied

Column Z "Reason/Additional Information" contains more detail for the value in the action column. For example:
- Action = Success
- Reason/Additional Information = Notify processed successfully. Please make a note of your Case Number: ABCD00000000000 created for citation: Example1

Column AA "Submission Date/Time Stamp"

- Displays in the following format: "MM/DD/CCYY HH:MM TT" Example: 03/21/2019 04:37 PM

Column AB "Processed Date/Time Stamp"
- Displays in the following format: "MM/DD/CCYY HH:MM TT" Example: 03/21/2019 04:37 PM