



## Mailing list error leads to wrong recreational vehicle registration notices issued

A mailing list error has resulted in the issuance of incorrect temporary operating receipts to some owners of boats and all-terrain vehicles.

DNR's customer service team is in the process of mailing permanent decals to all customers who have submitted renewals. The temporary receipts had been issued to provide customers who mailed in their application with an expedited proof of registration. Vehicle owners who received incorrect postcards will be mailed the correct decals.

Approximately 100,000 customers had submitted vehicle renewals by mail in recent weeks. In the past several days, many of these customers received the incorrect operating receipts due to a mismatch between the database and mailing list. The accuracy of information in DNR's database was not affected by the mailing error.

### **DNR law enforcement officials are aware of this error and have discretion in handling this matter.**

Customers who wish to receive a new temporary operating receipt may do so by emailing [DNRVehicleRegistrationProcessing@wi.gov](mailto:DNRVehicleRegistrationProcessing@wi.gov) or calling 888-936-7463. Customers should provide the following information in the body of the email or have it ready when they contact the call center:

- registration number;
- serial or hull number;
- vehicle make (ATV, UTV or boat);
- vehicle model; and
- registration type (public, private or antique).

To purchase a license or register a boat or vehicle online, visit the Go Wild site at [GoWild.Wi.Gov](http://GoWild.Wi.Gov). To learn more about how to [provide proof of your purchase](#) and [handle the required harvest tags for turkey and other species](#), visit [DNR.Wi.Gov](http://DNR.Wi.Gov) and search "[Go Wild](#)."