

**\*\*\* This list is updated through 12/30/2020 – New list started for 2021 see infohub**

## **2020 Deputy Updates**

**This document is a compilation of the new combined DVS Deputy Weekly updates 2020.**

**Each week will be bookmarked; oldest dates will be listed last**

**This list will continue to grow as emails are added. Please do not print as the most current information can be found within Info Hub.**

**When contacting DVS, remember to use the appropriate communication channel to receive an accurate and timely response.**

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## **Deputy Registrar Support**

### **Audit/Financial**

Closeout Corrections

- Email: [dvs.mnlars@state.mn.us](mailto:dvs.mnlars@state.mn.us)

MMB Treasury Contacts-Deposit Tickets

- Fax ticket order requests to MMB Treasury at 651-797-1350 , Attn: Cash Management.
- Email scanned image of ticket order requests to [cash.management.mmb@state.mn.us](mailto:cash.management.mmb@state.mn.us)

### **Deputy Registrar Support**

## MNLARS Intake Form

- Email: [dvs.mv.liaisons@state.mn.us](mailto:dvs.mv.liaisons@state.mn.us)

## MNLARS Support

- Email: [dvs.mv.liaisons@state.mn.us](mailto:dvs.mv.liaisons@state.mn.us)
- Call: 651-296-2038  or 800-536-0049 

## Password Reset

- Email: [dvs.dataservices@state.mn.us](mailto:dvs.dataservices@state.mn.us)

## Report Incorrect Fees

- [mnlar.business.communications@state.mn.us](mailto:mnlar.business.communications@state.mn.us) Type "Incorrect Registration Tax" or "Incorrect Fee" in subject line of email. Include: VIN, vehicle description, and type of transaction in message and attach screenshots if possible

## **Communications**

### Info Hub Contact – Related to Content


- Email: [DVS.communications@state.mn.us](mailto:DVS.communications@state.mn.us)

### Gov Delivery – Add/Remove Staff

- Email: [DVS.communications@state.mn.us](mailto:DVS.communications@state.mn.us)

## **Other**

### MINNCOR Customer Services

- 651-361-7500 

### Public Online Services Short Link

- [drive.mn.gov](http://drive.mn.gov)

## **Frequently Asked Questions about Plates and Registration**

On the public website – go to the News tab and it's the first information section under What's

New? [Frequently Asked Questions](#)

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December 30, 2020

## What's New in This Update

- MN Assistance
- Scanning - Coversheet
- Salvage Inspections
- Impounds over a year

## Today's News

### MNDRIVE – Assistance Processing

Please refer to the help manager before contacting your liaison group for processing transactions in MNDRIVE.

Only contact your liaison after exhausting resources available in your office.

### Scanning – coversheet

DPS-DVS has an updated [coversheet](#) available on INFO HUB. Please print this coversheet for your office.

All documents must be separated by type and transaction date. Submit each batch with a unique coversheet.

- MV Documents
- Standard DL apps
- REAL ID apps
- EDL Apps
- Disability Apps
- CDL Med Certs
- All other DL related documents including any refund requests can be submitted in one batch with coversheet

Please reach out to your DL or MV liaison group for assistance.


### MV- Salvage Inspections - Reminder

Ensure an inspection form is signed and has a pass check before entering into MNDRIVE. Scan the original salvage documents as part of the transaction once you verify the signature and pass is checked.


Please reach out your MV liaison group for assistance.

## MV – Impound order more than one year

Follow the steps below if you have a customer with an impound order more than a year old and that customer is buying a new vehicle.

 Owner DLN has an active impound order on their driving record. Impound plates will be required with this transaction.

1. Go the Driving Record; go to the Vehicles tab -> Vehicle Plate Impound tab. Click 'View Activity'.
2. If the date of Incident is more than one year and the DL standing is now valid the vehicles on impound need to be requested for reinstatement review.



3. Vehicles on impound are included in the table at the bottom of the DL-Level Impound.



Vehicle	Plate ID	VIN	View Activity	Violation	Rescinded	Reinstated	Reversed
2007 PONT 685	716FDI	1G22G588774154718	<a href="#">View Activity</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2007 DOOG RPC	364WDR	1D7HA16K57643672	<a href="#">View Activity</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2007 DOOG RPC	WY9588	1D7HA16K57643672	<a href="#">View Activity</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. For **each** vehicle listed perform an “Add a converted reinstatement review” (the example above requires three transactions).

**Note:** If the vehicle checked lists rescinded, reinstated or reversed you do not have to do a converted reinstatement review:

 **Add a Converted Reinstatement Review**  
Begin a transaction to add a manual reinstatement review for the impound unit for a converted administrative plate impound

5. Once you complete steps 3 and 4 for each vehicle on the DL-Level Impound, go back to the vehicle transfer and click Refresh information. The banner should go away if all vehicles on the DL-level impound are either pending reinstatement, rescinded, reinstated or reversed. If the banner does not go away, review each vehicle and ensure the registration status is either “Pending Reinstatement” or “Valid”. If you see “Revoked – Plate Impound” or “Valid or Expired – Plate

Impound”, you missed a vehicle and need to perform the “Add a converted reinstatement review” on the missed vehicle record.

Registration Status : **Pending Reinstatement**

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December 22, 2020

## What's New in This Update

- Driver's License Peacetime Extension
- FMSCA Update
- Plate Inventory
- Exam Stations
- Temporary Credentials

## Today's News

### Driver's License / ID Peacetime Extension

Individuals whose licenses would have expired between March 13, 2020 and Jan. 31, 2021, will have their expirations extended to Feb. 28, 2021. MNDRIVE will reflect the new date.

Legislation does not allow DPS-DVS to extend expiration dates for licenses expiring after Jan. 31, 2021. DPS-DVS will not extend licenses expiring after that date unless there is legislative authority to do so.

### FMCSA update

FMCSA announced another extension for CDL and CLP holders. This means:

- Expirations of CDL licenses and CLP's that expired on or after March 1, 2020 are extended to Feb. 28, 2021.
- DPS-DVS may allow a road test without requiring drivers to hold the CLP for 14 days until Feb. 28, 2021.
- Medical examiner certificates/waivers expired since September 1, 2020 are extended to Feb. 28, 2021.

- Minnesota residents can continue to test in another state even if they did not complete training in that state until Feb. 28, 2021,

## MNDRIVE – plate inventory

Please email a copy of the packing slip from any plate inventory you receive to [dvs.inventory@state.mn.us](mailto:dvs.inventory@state.mn.us). DPS-DVS needs to add these to your inventory manually until further notice.

## Exam Stations

DVS-DPS exam stations are once again accepting first-time, new-to-state and renewal applications. These application services resumed Nov. 1, when extended hours for Class D skills testing ended.

Additionally, DPS-DVS opened the Alexandria, Moorhead and Worthington exam stations to serve customers across the state.

## Temporary Credentials

You must give temporary credentials for driver's license or ID card applications directly to the record holder when they submit their application at your office.

Temporary credentials contain private information, so you cannot mail or email these to customers.

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December 15, 2020

## What's New in This Update

- Elavon Software Update
- Barcode - registration renewals
- 7 year replacement plates
- REAL ID documents
- Deputy phone tree
- Dealers
- Deputy Training December

## Today's News

Elavon Software Update Not Needed

You do not need to upgrade the software on your credit card machines. Elavon sent notices to deputy registrars indicating a software patch is required for credit card machines. Elavon now tells DPS-DVS the software upgrade is not required. We apologize for the miscommunication.

### Barcode on Registration Renewal Notices

December renewal notices contained a barcode issue. The MNDRIVE/FAST team fixed the issue and January renewal notices have the correct barcode.

Renewal notices contain two barcodes. A long 2-D type and a square QR type. It is important deputy registrars scan the long barcode starting with January renewal notices. Scanning the barcode takes users directly to the renewal transaction.

### 7-Year Replacement Plates

Some customers who recently renewed registration that included a 7-year replacement plates online only received registration stickers. MINNCOR will mail replacement plates and stickers to the approximately 2,000 customers affected. DPS-DVS is sending a letter to the affected customers this week to let them know about the issue and to expect new plates and stickers in the mail.

### REAL ID Documents

The DPS-DVS issuing team has been receiving lease agreements with incomplete information and signatures. Make sure the signature page is included with the proof documents scanned/submitted. Please reach out to your regional supervisor or your DSCO liaison group if you are unsure if a document is acceptable.

### Deputy Phone Tree

DVS-DPS created an internal [phone tree document](#) you can print and display for your employees . This is an internal document and should not be shared beyond your staff.

### Dealers

Some deputy registrar have asked for information to share with their dealers about MNDRIVE. MNDRIVE information for dealers is available on [Info Hub](#). Deputy registrars can print the information and share it with their dealers. It contains useful MNDRIVE contact information specifically for dealers and directs dealers to the Partner Resources page on the [DPS-DVS website](#).

### Deputy Registrar December Webinar Training

**We look forward to seeing you attend one of our eight December training sessions.**

Join Todd, Brian and Celia in a review of DPS-DVS processes. The sessions are not required but attendance is strongly encouraged. The training provides valuable information to help ensure all staff are following DPS-DVS processes.

## Review Topics

Eight identical sessions will cover the following information:

### **Driver Services Segment**

- Scanning Issues
- Tip of the Month - Voiding Transactions

### **Motor Vehicle Segment – MNDRIVE**

- Daily Rental
- Financials/Close-Out Tools and Tips
- Clearing Deficiencies
- Clear Salvage

## Webex Schedule

### Tuesday, December 15 Password: TrainDec

- 6:45 – 8:00 a.m. <https://bit.ly/DRDec1>
- 8:30 – 9:45 a.m. <https://bit.ly/DRDec2>
- 10:00 - 11:15 a.m. <https://bit.ly/DRDec3>
- 1:30 – 2:45 p.m. <https://bit.ly/DRDec4>

### Wednesday, December 16 Password: TrainDEC

- 10:00 - 11:15 a.m. <https://bit.ly/DRDec5>
- 1:30 – 2:45 p.m. <https://bit.ly/DRDec6>
- 3:00 – 4:15 p.m. <https://bit.ly/DRDec7>
- 5:00 – 6:15 p.m. <https://bit.ly/DRDec8>

## Using Webex


The format for the online training is WebEx. It is important you enable the audio function to get the full benefit of the training.

### Technical Assistance:

- [Instructions for Joining WebEx](#)
- If you have trouble connecting, email [todd.oseby@state.mn.us](mailto:todd.oseby@state.mn.us)

## Accommodations



If you need an accommodation due to a disability that affects your access to this training, please contact the Department of Safety's ADA Coordinator (Lynn Mueller) at 651-201-7173  or at [lynn.mueller@state.mn.us](mailto:lynn.mueller@state.mn.us) to request an accommodation.

For all other questions or concerns, contact us at [MNLARS.Training@state.mn.us](mailto:MNLARS.Training@state.mn.us)

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December 8, 2020

## What's New in This Update

- MNDRIVE support
- REAL ID residency documents
- Deputy Training December

## Today's News

### MNDRIVE Support

*The following information was shared in an email on Dec. 4.*

On Monday Dec. 7, MNDRIVE support resumed the standard DPS-DVS schedule Monday through Friday, 8:00 a.m. – 4:30 p.m.

Continue to use your standard email and phone support options for assistance. DVS staff will have screen share capability to walk you through any issues you are experiencing.

The Webex Live Chat will no longer be available. Project team members will continue supporting the MV Business Liaisons and DSCO with any issues, and the development team continues to work on corrections and improvements as quickly as possible.

### REAL ID Residency Documents

The DPS-DVS issuing team has been receiving explanation of benefits for customer's insurance policies for residency documents. These are not approved documents.

Reminder to view the [REAL ID document list](#) for documents approved you can accept on behalf of the customer.

Please reach out to your regional supervisor or your DSCO liaison group if you are unsure if a document is acceptable.

## Deputy Registrar December Webinar Training

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#### **Driver Services Segment**

- Scanning Issues
- Tip of the Month - Voiding Transactions

#### **Motor Vehicle Segment – MNDRIVE**

- Daily Rental
- Financials/Close-Out Tools and Tips
- Clearing Deficiencies
- Clear Salvage

### Webex Schedule

Tuesday, December 15

Password: TrainDec

6:45 – 8:00 a.m. <https://bit.ly/DRDec1>

8:30 – 9:45 a.m. <https://bit.ly/DRDec2>

10:00 - 11:15 a.m. <https://bit.ly/DRDec3>

1:30 – 2:45 p.m. <https://bit.ly/DRDec4>

Wednesday, December 16

Password: TrainDEC

10:00 - 11:15 a.m. <https://bit.ly/DRDec5>

1:30 – 2:45 p.m. <https://bit.ly/DRDec6>

3:00 – 4:15 p.m. <https://bit.ly/DRDec7>

5:00 – 6:15 p.m. <https://bit.ly/DRDec8>

### Using Webex

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For all other questions or concerns, contact us at [MNLARS.Training@state.mn.us](mailto:MNLARS.Training@state.mn.us)

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December 1, 2020

## What's New in This Update

- Pollinator Plates
- NMVTIS Planned Outage
- Salvage Inspections
- Reminder: Updated Forms

## Today's News

### Critical Habitat Pollinator Plates

MINNCOR started distributing pollinator critical habitat plates to deputy registrars. Do not issue the pollinator plates until Jan. 1, 2021. In the meantime, DPS-DVS will enter the plates into your inventory.



### NMVTIS Planned Outage

AAMVA scheduled NMVTIS maintenance for Sunday, Dec. 13, from 6 a.m. to 10 a.m. Please do not submit online inquiries and/or updates during the maintenance window.

### Salvage Inspections

- DPS-DVS inspectors will enter salvage inspections conducted on Nov. 16 and later in MNDRIVE. They will not issue a paper report.
- Deputy registrars need to enter the inspection information from the paper report for inspections conducted before Nov. 16. Refer to the MNDRIVE help manager for more information and complete instructions.

To find an inspection report if the MNDRIVE record shows an active salvage brand:

1. Click on the vehicle tab.
2. Select vehicle inspection.
3. Click on the VIN hyperlink.

The screenshot shows a web application interface for vehicle management. At the top, there is a 'Vehicle' header and a prominent orange warning banner that reads 'Active Salvage Brand'. Below this is a navigation menu with various tabs: Vehicle, Attributes, CRM, Task, AAMVA, Financial, Web, Security, Legacy, Other, Services, and a search icon. A secondary menu below contains: Accounts, Details, Registrations, Plates, Owners\*, Liens, Titles\*, Brands\*, Odometer\*, Acquisitions\*, Valuations, and Vehicle Inspection (which is highlighted). The main content area is titled 'Vehicle Inspection Activity' and contains a table with two columns: 'Inspection VIN' and 'Activity Type'. The first row of data shows the VIN '3C4NUDC80JT148161' and the activity type 'Vehicle Inspection'.

## Reminder: Updated Forms

The following forms have been updated on the DPS-DVS website. Please destroy any old copies or stock you may have in your office.

- [PS2000 – MV Title Application](#)
- [Instructions for PS2000](#)
- [Special plate application](#) (disability plates are now separate)
- [Disability plate application](#)
- [Crash record request](#)
- [Multiple record request form](#)
- [Victim of identity theft](#)
- [Recreational vehicle life support systems requirement](#)

We will continue to notify you about updated forms in the weekly DPS-DVS update.

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November 24, 2020

## What's New in This Update

- December renewal notices
- Credit card terminals
- MNDRIVE known issues
- DL Scanning order
- Dealers and MNDRIVE
- Disability parking certificates
- Updated forms

- Training opportunities

Reminder:

State offices are closed Nov. 26 and 27; support services are unavailable during this time.

Have a happy and safe Thanksgiving!

## Today's News

### December Renewal Notices

DPS-DVS is sending renewal notices for vehicle registrations expiring in December until Nov. 30. The one week is necessary to accommodate the transition to MNDRIVE.

### Reminder: Credit Card Terminal Upgrade

Action Required by Dec. 14.

Elavon is transitioning to a new, more secure digital certificate for the VX-520 credit card terminals. Digital certificates ensure the encrypted information you send to Elavon is secure.

Upgrade Ingenico or Verifone point-of-sale terminals by December 14 to avoid any service disruption. [Follow these simple instructions](#) to download the new upgrade.

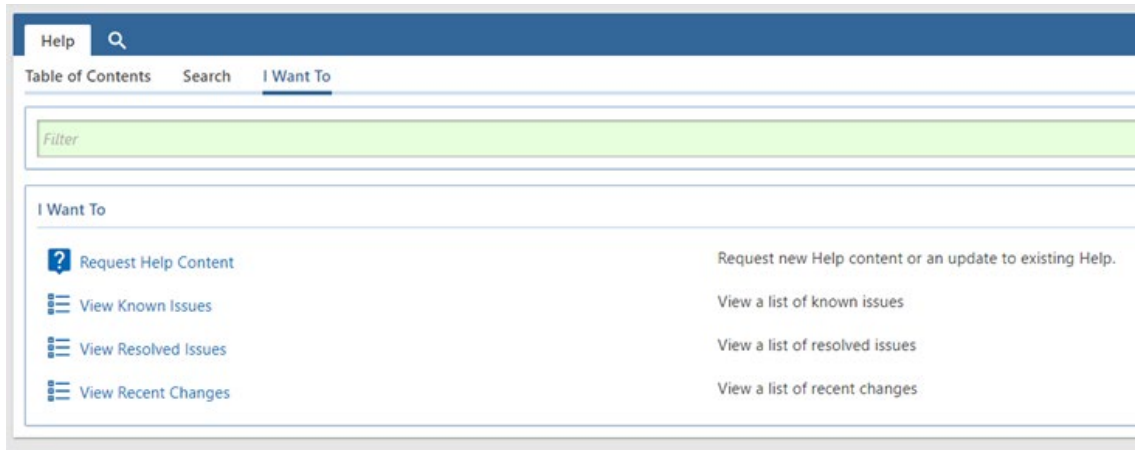
Elavon recommends you set your devices to automatically download updates so you have the latest security or feature updates. Remember to clear any open batches and leave your device turned on and connected to the internet each night.

Visit the "Ingenico or Verifone Stand-Alone Payment Device – US" section of [besha2ready.com](https://besha2ready.com) for more information about this required download.

### MNDRIVE known issues

You can view current issues that the MNDRIVE team is aware of and working on in MNDRIVE. To view current issues, go to the help manager, and select "I want to" and then click on "view known issues".

You can also resolved issues as well in the same area, but click on "view resolved issues".



## Driver's License Application Scanning Order in MNDRIVE

Scan documents based on their order in the “document type” area of MNDRIVE.

In this visual example the scanning order would be

1. U.S. Passport
2. U.S. birth certificate
3. Driver's license application,
4. Out of state Driver's license.

Remember to scan the documents as you select each radio button to confirm they are scanned into the Click to edit this placeholder text.

Document Type	Description
<input type="radio"/> US Passport Book/Card	Valid US Passport Book/Card
<input type="radio"/> US Birth Certificate/US Territory Birth Certificate	US or US Territory Birth Certificate
<input type="radio"/> Driver Application	Signed Driver Application
<input type="radio"/> Out of State Driver License/Permit	Non-MN State Driver License or Instruction Permit

## Dealers and MNDRIVE

Not all dealers have requested access to MNDRIVE. We continue to encourage dealers to submit a records access agreement so they can take advantage of the online services available to them.

### What you need to know:

- Dealers may continue to issue the old-style 21-day and 31-day permits through the end of December. Starting Jan. 1, 2021 dealers that need to issue a 21-day or 31-day permit will need to do so through MNDRIVE using the new permit stock.
- Dealers may continue to use the PS2000 form. They are not required to use the MNDRIVE generated title application.

- Cover sheets are not needed for dealer work.

The DVS website ([dvs.dps.mn.gov](https://dvs.dps.mn.gov)) has important information about MNDRIVE for dealers. Deputy registrars should direct dealers to visit [dvs.dps.mn.gov](https://dvs.dps.mn.gov). and select MNDRIVE from the Business Partner tab.

The following information is available to dealer on the website.

- News and Updates
- How to find MNDRIVE rollout support
- Training materials and videos
- [Dealer Frequently Asked Questions](#)

## Disability Parking Certificates

DPS-DVS now issues a new style disability parking certificate.

New features include:

- Minnesota state seal
- Machine-readable barcode
- MMDDYY expiration date
- Security feature with Minnesota branding overlaid on the wheelchair symbol.

Certificates require assembly to fold the certificate into a hanging placard. Anyone unable to assemble may display the certificate on his or her vehicle dashboard when parked as permitted under Minn. Stat. § 169.345.



## Updated Forms

The following forms have been updated on our website. Please remove any old stock you may have printed:

- [Recreational vehicle life support systems requirement](#)

We will continue to update forms and notify you about any updates in weekly updates.

## Deputy Registrar/DL Agent November Webinar Training

**We look forward to seeing you attend one of our eight November training sessions.** Join Todd, Brian and Celia in a review of DVS processes. The sessions are not required but attendance is strongly encouraged. The training provides valuable information to help ensure all staff are following DVS processes.

- Training is on **Monday** and **Tuesday** because of the holiday week.
- The first session will start 15 minutes earlier so it ends by 8 a.m.

## Review Topics

Eight identical sessions will cover the following information:

### **Driver Services Segment**



- Force Review – Interactive Review of process BC

### **Motor Vehicle Segment – MNDRIVE**

- Temporary Weight Increase Permits
- Low-High Transactions
- Legacy Impound Reinstatements
- Transfer a Title from Joint to Single
- Tip Of the Month – Legacy Information

### **MV & DL**

- New Document Management Guide

## **Webex Schedule**

Monday, November 23 Password: TrainNov

- 6:45 – 8:00 a.m. <https://bit.ly/DRNov1>  
8:30 – 9:45 a.m. <https://bit.ly/DRNov2>  
10:00 - 11:15 a.m. <https://bit.ly/DRNov3>  
1:30 – 2:45 p.m. <https://bit.ly/DRNov4>

Tuesday, November 24 Password: TrainNov

- 10:00 - 11:15 a.m. <https://bit.ly/DRNovemb5>  
1:30 – 2:45 p.m. <https://bit.ly/DRNovemb6>  
3:00 – 4:15 p.m. <https://bit.ly/DRNovemb7>  
5:00 – 6:15 p.m. <https://bit.ly/DRNovemb8>


## **Using Webex**

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### **Technical Assistance:**

- [Instructions for Joining WebEx](#)
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## **Accommodations**

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For all other questions or concerns, contact us at [MNLARS.Training@state.mn.us](mailto:MNLARS.Training@state.mn.us)

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November 17, 2020

## What's New in This Update

- Director's Message
- Temporary Registration Permit Stock
- Out of State Motorcycle Endorsement
- Y Restriction Removals
- Updated Forms
- Social Security Assistance
- Filing Fee Clarification for Daily Rental and Lease Vehicles

## Today's News

### Director's Message

Dear Deputy Registrars,

Yesterday we successfully launched MNDRIVE according to plan. Thank you for bringing your expertise to the project as subject matter experts and testers. You helped us build and launch a system that will serve Minnesotans well into the future.

Eighteen deputy registrar offices volunteered along with DVS staff to do a soft launch of the system on Friday and Saturday that helped to make Monday's statewide launch run smoother. A special thank you to South St Paul, Rochester, Inver Grove, Blue Earth County, Stearns County, Hennepin County, Rosemount, St Louis Park, New Brighton, Alexandria, Eagan, Hutchinson, Burnsville, Princeton, Lakeville, Shakopee, Worthington, and Moorhead. They processed 1,297 motor vehicle transactions and collected \$768,867 in payments.

On Monday, you processed 21,614 transactions, collecting \$3.2 million dollars in state revenue. Dealers entered 850 transactions through MNDRIVE e-Services for Business VTAP solution.

As Deputy Registrars, you are valued members of our larger DVS team, acting on our behalf, serving Minnesotans in large and small communities across the state. Remember to reach out to the FAST and DVS support teams if you have any questions at all. They are ready to assist you as you continue to build your skills and confidence in the new and improved MNDRIVE system.

Thank you for all you do to serve Minnesotans every day. Please stay healthy and safe as we head into the holidays.

Sincerely,  
Emma Corrie  
Driver and Vehicle Services Director

## Temporary Registration Permit Stock

Deputy registrars received a shipment of new temporary permit stock. The shipment includes 100 passenger style and 25 motorcycle style temporary permits. The stock is used to issue 21-day, 31-day, and 60-day permits through MNDRIVE. Permit information is linked to the vehicle record in MNDRIVE and available to law enforcement.

Visit the MINNCOR Four51 website at <https://www.four51.com/ui/logon.aspx> to reorder permit stock. This is the same website used to order duplicate title stock. There is no cost to reorder permit stock from MINNCOR.

You need a user name and password to access the website to reorder stock. MINNCOR is setting up user names and passwords for deputy registrars who do not already have a MINNCOR Four51 account. Watch for information from MINNCOR with your login credentials.

## Out of State Motorcycle Endorsement

A driver with a motorcycle endorsement on an out-of-state license is required to take the Minnesota written motorcycle test to transfer that endorsement to a Minnesota license.

## Y Restriction Removal

- DVS mails a letter when a driver is eligible for the Y restriction removal.
- Driver must apply and pay for a duplicate license to remove the Y restriction.
- Y restrictions are not eligible for override for removal and need prior approval

## Updated Forms

The following forms have been updated on our website. Please remove any old stock you may have printed:

- [PS2000 – MV Title Application](#)
- [Instructions for PS2000](#)
- [Special plate application](#) (disability plates are now separate)
- [Disability plate application](#)

- [Crash record request](#)
- [Multiple record request form](#)
- [Victim of identity theft](#)

We will continue to update forms and notify you about any updates in weekly updates.

## Social Security Assistance

The Social Security Administration sent the following email reminder. This information might be useful for customers:

During the pandemic, Social Security has continued to provide service online and by phone while our offices remain closed for walk-in service. Our local office employees are busy answering calls to their office. While we offer many online and phone options to help you, we recognize that in-person assistance is sometimes necessary.

Though walk-in service is not available, we may be able to schedule an in-person appointment in certain situations. We have updated information on our [Coronavirus Disease \(COVID-19\) web page](#) to explain situations involving help with benefits or a Social Security number when we may be able to schedule an appointment. If you believe your client qualifies for an in-person appointment, ask your client to call their local office. They can look up the phone number for their local office by accessing our [office locator](#). Please note that appointments may not be immediately available, depending on local health and safety conditions and staffing. An in-person appointment may be possible if your client:

- Is without food or shelter, including utilities or is without medical care or coverage and needs to apply for or reinstate benefits.
- Currently receives benefits and has an urgent need for payment to meet expenses for food, shelter, or medical treatment, and cannot receive the payment electronically.
- Is age 12 or older applying for their first SSN card.
- Needs to update or correct their SSN information (e.g., name, date of birth, or citizenship) to obtain income, resources, or medical care or coverage, or other services or benefits (e.g., filing a tax return, applying for housing, seeking an Economic Impact Payment).

Please visit and subscribe to our [Coronavirus Disease \(COVID-19\) web page](#) to keep up to date during the pandemic.

## Filing Fee Clarification for Daily Rental and Lease Vehicles

Registration for leased vehicles cannot be for more than 12 months. Daily rentals can be registered for up to 16 months. Only one filing fee is due.

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November 10, 2020

## What's New in This Update

- Dealer ambassadors
- Elavon email
- Deputy registration renewals
- Online knowledge exam
- DL mailed transactions
- No match letters

## **MNDRIVE: 5 days to launch!**

## **DVS Weekly Update**

### **Today's News**

#### **Dealer Ambassadors**

There are 14 Dealer Ambassadors available to help dealers with MNDRIVE functionality.

- Ivonne Aguilar
- Bobbie Bialke-Willenbring
- Breanne Bockenbauer
- Vicki Caron
- Yoni Cedeno
- Lisa Gearman
- Khalid Goodman
- Julie House
- Teylen Sheesley
- Gloria Spohn
- John Swanke
- Aliya Taube
- Lori Willett
- Cathy Wilsey

Dealer Ambassadors are available Monday through Friday between 8 a.m. and 4 p.m. to provide live Webex support for dealers.

Dealers will find a link to the webinar and other important information on the [DVS MNDRIVE website](#).

### **Elavon Email**

Deputy registrars received an email message from Elavon last week requesting immediate actions regarding an update to the VX-520 credit card terminals.

We confirmed with Elavon that the email is legitimate, and it is okay to upgrade your device by [following these simple steps](#).

Thank you for bringing the email to our attention.

### **Name Requirement**

A person applying for a vehicle title must provide their full legal name under Minnesota law. Most legal names include a person's first, middle and last name; however, some legal names do not include a first or middle name.

MNDRIVE will accommodate legal names that do not have a first and/or middle name. If the legal name includes a first, middle and last name, you must enter the full name into the system.

### **Reminder: Deputy Registrar Mail Renewals**

Do not use the yellow envelope included in renewal notices to mail tabs to customers. If you do, they will not receive their tabs. The envelope has a barcode on it that directly routes the piece of mail to DHS for processing regardless of what address displays in the window of the envelope.

### **DL - Online Knowledge Test**

The following information will help if you get customer inquiries about online knowledge tests:

1. If a customer is looking for their driver's license or permit card but the record indicates a stop issuance.
  - The record will indicate "Due to audit findings must retest at an exam station."

This means the customer needs to visit an exam station and retake the Class D knowledge test. They are no longer eligible to take the test online and are required to retest at an exam station.

1. If a customer says they tested online and applies for a DL.
  - The record will indicate "Due to audit findings must retest at an exam station."

This means the customer needs to visit an exam station and retake the Class D knowledge test. They are no longer eligible to take the test online and are required to retest at an exam station.

1. If a customer applies for a DL and indicates they tested online but a record is not created
  - A customer's results will not displayed when a record is being created. Refer to the customer to their nearest open exam station for assistance.

Please reach out to your DSCO liaison for assistance if you have any question about viewing a driver record.

A letter to customers is being developed.

Additionally,

- Virginia exam has opened
- Nov. 9 Austin exam will be opening
- Nov. 16 Faribault exam will open

Virginia and Faribault are road test only, no knowledge exams or applications

### **DL - Mailed Transactions**

You should recommend E-Services submissions to customers who need to submit documents for DPS-DVS to review.

Deputy offices are able to upload documents on behalf of a customer. When that is not an option, customers can submit documents by mail. This includes:

- Reinstatement Fees
- Medical Forms
- Insurance forms
- Administrative Reviews
- 

Mailing address:

Minnesota Department of Public Safety Driver and Vehicle Services Ignition Interlock Unit 445  
Minnesota St., Suite 170 St. Paul, MN 55101

Mailing address for Ignition interlock documents:

Minnesota Department of Public Safety Driver and Vehicle Services Ignition Interlock Unit 445  
Minnesota St., Suite 177 St. Paul, MN 55101

### **No Match Letters**

Upload no match letters to the customer record and contact DSCO for review. DSCO needs to review and approve letters and confirm DVS has received required information prior to the override.

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November 3, 2020

### What's New in This Update

- Online knowledge testing
- Autism indicator
- CDL disqualifications
- Peacetime emergency
- MNDRIVE update

**MNDRIVE: 12 days to launch!**



## Online Knowledge Testing

Online knowledge was disabled on our website last night at 7 p.m.

Customers who registered before Nov. 2 and received their email instructions can log in and test within the 48 hours allowed to complete the test. Customers can register for the online test after MNDRIVE launches.

Please see this [document](#) for assistance with locating test results for someone who has a Minnesota ID and his or her results cannot be located.

Customers can schedule an appointment [online](#) if they are interested in testing at an exam station.

## Autism and Mental Health indicator form

A new autism and mental health indicator form is now available on the website. The new form is not yet ready to be accepted into the system. Please inform customers who present the form it cannot be accepted until after the MNDRIVE launch. Ask the customer to come back to your office after the Nov. 16 launch.

The autism and mental health indicator form allows applicants to have the autism indicator, mental health indicator or both added to their driving record.

The indicators are voluntary and no additional documentation is needed to add the indicator. Additional information is included in the Tennessen warning. You can view the form [here](#).

## CDL Disqualifications – DUI

- Commercial Drivers with a DUI should not downgrade during the temporary 7 day license period.
- Downgrading during this time will require customers to take both the written and the road tests to receive their commercial driving privilege once the disqualification period passes.
- The disqualification period starts when the customer is convicted in court.
- Customers can choose to not downgrade and to sit out for a year. They will be able to reapply without testing as long as their current CDL has not been expired more than a year

Please reach out to DSCO with any questions.

## **Peacetime Emergency – New to state**

Gov. Walz extended the peacetime emergency through Nov. 12. All driver's licenses that expire between Mar. 13 and Dec. 31 are extended through Jan. 31, 2020.

- Any valid driver's license, instruction permit (including commercial learner's permits), provisional license, operator's permit, limited license and farm work license are included in the extension.
  - This includes out of state driver's licenses and IDs if they expired during Minnesota's peacetime emergency.

## **MNDRIVE Update, submitted by Cynthia Sondreal**

The title and registration team continues testing to ensure all transactions are functioning properly.

### **Releasing a lien and printing a duplicate title**

- A question will display under Add/Remove Liens asking if the customer requires a duplicate title. If yes, you cannot print the duplicate title. A high-priority title review case is created and DPS-DVS will decide to approve the replacement title. DPS-DVS will print the title if approved.
- The duplicate title transaction can be used to print the title locally if the customer needs a replacement immediately. The lien cannot be released and will remain on the duplicate title in these cases.

### **Adding indicators**

- DPS-DVS users have the ability to add indicators to a record.
  - The "duplicate vehicle record" indicator can be added to an older duplicate record.
  - The "title held OOS" indicator can be added to legacy records approved for registration only.

### **Letters testing**

- The title and registration team is testing more than 200 letters MNDRIVE will generate. Letters are checked for:
  - Correct mailing format with names and addresses displayed correctly in the envelope window.
  - Letter content matches the approved template.

Data pulled accurately from the system (names, dates, fees or fines).

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October 27, 2020

## What's New in This Update

- Survey legislative auditor
- Online knowledge testing
- MNDRIVE training status
- MNDRIVE office signs
- MNDRIVE minute reminder
- MNDRIVE update
- MNLARS images
- Emergency contact information
- Address changes
- Voter registration

## **MNDRIVE: 19 days to launch!**

### **Survey from the Office of the Legislative Auditor**

The Minnesota Office of the Legislative Auditor is surveying deputy registrar staff to measure your preparedness for the upcoming MNDRIVE launch and your confidence in the new system. A summary results of the survey will be shared with DPS and the Minnesota Legislature. You will receive an email from [survey@webhost.snapsurveys.com](mailto:survey@webhost.snapsurveys.com) under the name Minnesota Office of the Legislative Auditor. We encourage you to complete the survey by Nov. 3 and to share your honest feedback.

### **Online Knowledge Testing**

If you are unable to find a customer's test results it could be a data entry error occurred during registration. DVS created a [power point](#) to assist you in locating these results.

Please reach out to your regional supervisor for assistance if you are unable to locate a customer's test results. Do not turn away the customer without first checking with your regional supervisor.

## MNDRIVE Training Status Report

Find information about your MNDRIVE rollout training status, your highest scores across all three tiers and how much time you've spent in the sandbox for the current week.

To find your report:

1. Login to the **MNDRIVE Sandbox**. (You won't find the report in the MNDRIVE training system.)
2. Access the **Learning Manager**.
3. Click the **Report** tab.
4. Click **View Report** to see your personal report.

The report will generate your personal overall status. If you are a manager your report will automatically include your staff and direct reports.

Check out the "About the MNDRIVE Rollout Training Status Report" help topic, or email [MNDRIVE.Training@state.mn.us](mailto:MNDRIVE.Training@state.mn.us) for more information.

## MNDRIVE Public Communications/Office Signs

The DPS Office of Communications is developing messages about service unavailability as DVS transitions to MNDRIVE. The communications plan includes several tactics to inform the public about the transition. Office closure signs are available on [Info Hub under MNDRIVE](#)

## MNDRIVE Minute Reminder

The next MNDRIVE Minute is Oct. 29. [Click here for details](#)

## MNDRIVE

*Submitted by Rayah Barton*

The MNDRIVE business testing phase is wrapping up with 99.3 percent of tests completed and only a small number of re-tests remaining.

- Business testers successfully completed 6,717 test scenarios since March.
- Business testers are performing end-to-end testing simultaneously where real transactions are processed start to finish using real production data.

The testing team will perform regression testing in the system during the weeks before implementation. This ensures there are no negative impacts following code freeze.

## **MNLARS – Images**

Some users reported issues viewing images in MNLARS. MNIT reviewed this issue and recommends closing and refreshing the browser. If you experience issues while in the image viewer try pressing F5.

## **DL - Emergency Contact Information**

Requests to add, change or remove emergency contact information on a customer's driver's license record must be done at the time of application and be made on the [form](#).

## **DL – Address Changes**

Address changes require a new application. We are unable to mail returned cards to a new address.

## **Voter Registration**

The deadline to register to vote through the DVS DL/ID application has passed. Applicants asking about voter registration should be directed to the Minnesota Secretary of State.

<https://www.sos.state.mn.us/>

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October 20, 2020

### **What's New in This Update**

- MNDRIVE Minute
- MNDRIVE office prep
- EVTR
- Scanners
- Class D exams
- Blue Cards
- Reinstatement Fees
- MNDRIVE update

- October training

## **MNDRIVE: 26 days to launch!**

### Reminder: MNDRIVE Minute

The next MNDRIVE Minute for deputy registrars and driver's license agents is Oct. 22 at 9 a.m. [Click here for details.](#)

## **MNDRIVE Office Preparations**

MNDRIVE implementation is approaching fast.

### **Important dates:**

- Nov. 6 is the last day to submit MNLARS Fast Track transactions.
- Nov. 11-15 MNLARS, HP Permits, ESsupport and Fast DS will be unavailable as we transition to MNDRIVE and the updated Fast DS system.

DVS will publish information on social media about office closures and distribute updates to all media outlets in the state. We encourage you to notify your business partners, such as dealers and financial institutions, that motor vehicle title and registration services will not be available from Nov. 11 through Nov. 15.

Please work with your dealers to establish a date when you will stop accepting their work. You must process any dealer work submitted no later than Nov. 10.

You'll find an "office closed" sign on [Info Hub under MNDRIVE](#) that you may print and display in your office. If you are planning to remain open to offer other services, such as DNR or birth/death records, there is a limited services sign as well.

## **EVTR**

DVS has approved Opus, DLRdmv, Synadapt, Vitu, eDealer Services, and DDI to provide electronic vehicle title and registration (EVTR) services. These companies have successfully completed the necessary testing with FAST and may reach out to you to participate in EVTR.

## **Scanners for MNDRIVE**

By the end of the week, each office will have received a scanner with instructions. [Scanning guidelines](#) are available on Info Hub. There is a [video demonstration](#), created by Suzanne Jensen from the Mankato deputy registrar's office, that you may find helpful.

Please reach out to the motor vehicle liaisons if you have questions at [DVS.MV.Liaisons@state.mn.us](mailto:DVS.MV.Liaisons@state.mn.us)

## Scheduling a knowledge test, DVS-DPS exam station

DVS-DPS requires an appointment for an in person Class D knowledge test at an exam station

The following services are offered on a first come, first served basis at a DVS-DPS exam station. These services are not offered online:

- CDL driver knowledge test (new to state or renewal)
- Motorcycle/ Moped knowledge test
- DWI/DUI knowledge test
- Insurance reinstatement

Customers who can take their Class D knowledge test online (up to 2 times include):

- New or returning to state.
- Under 18 applying for permit.
- Over 18 applying for permit.
- License expired more than one year, but less than 5 years (with valid driving privileges).

\*If customers have taken the test two or more times at an exam station they cannot take it online.

Customer who pass the online knowledge test can visit any DVS-DPS exam station, deputy registrar or DL agent office with their identity documents to apply.

Customers can schedule an online knowledge test on the DPS-DVS [website](#).

A customer FAQ is also available [online](#).

## Blue Card – Online Knowledge Test

If an applicant is under 18 and took a knowledge test at a DVS-DPS exam station prior to September 25 DVS-DPS collected their blue card and you can continue their application.

If an applicant is under 18 and took a knowledge test at a DVS-DPS exam station after September 25 you need to collect the blue card.

If you have any questions please reach out to your regional supervisor.

## Reinstatement Fees

If your office would like to accept reinstatement fees on behalf of DVS-DPS please contact DSCO at [DVS.DSCO.Issuing@state.mn.us](mailto:DVS.DSCO.Issuing@state.mn.us).

A customer can visit any DVS-DPS exam station to pay a fee if an office does not accept fees (cash or check only). A customer can also pay [online](#) if they know their Minnesota DL/ID number and have their letter ID.

## MDRIVE Update

The interfaces team is putting the final touches on all of services as we approach the MNDRIVE rollout. The team's efforts include:

- Regression testing, testing to ensure all current interfaces will work properly when moved to MNDRIVE.
- Certifying EVTR vendors ability to offer services when MNDRIVE is launched.
- Recent launch of online knowledge exams. Nearly two thousand exam customers are taking an online exam each day.

## Deputy Registrar October Webinar Training

**We look forward to seeing you at one of our eight October training sessions.**

### Deputy Registrar October Webinar Training

Join Todd, Brian and Celia in a review of DVS processes. The sessions are not required but attendance is strongly encouraged. The training provides valuable information to help ensure all staff are following DVS processes.

### Review Topics

Eight identical sessions will cover the following information:

#### Motor Vehicle Segment

- **Revocable/Irrevocable Trusts.** Review with short scenarios.



- **Out of State Sales Tax.** Interactive review of the process.
- **Lease Extension.** A process change with a 13-month lease.

### Driver Services Segment

- **Online Knowledge Tests.** Sharing of information on the new process.
- **DL Indicators.** A review for clarification and understanding.
- **Driver Diversion Program.** An overview to best help customers.

## Web Ex Schedule

### Tuesday, October 20 Password: TrainOct

- 7:00 – 8:15 a.m. <https://bit.ly/DROct1>  
8:30 – 9:45 a.m. <https://bit.ly/DROct2>  
10:00 - 11:15 a.m. <https://bit.ly/DROct3>  
1:30 – 2:45 p.m. <https://bit.ly/DROct4>

### Wednesday, October 21 Password: TrainOct

- 10:00 - 11:15 a.m. <http://bit.ly/TwTOct5>  
1:30 – 2:45 p.m. <http://bit.ly/TwTOct6>  
3:00 – 4:15 p.m. <http://bit.ly/TwTOct7>  
5:00 – 6:15 p.m. <http://bit.ly/TwTOct8>

### Using Webex

The format for the online training is WebEx. It is important you enable the audio function to get the full benefit of the training.

### Technical Assistance:

- [Instructions for Joining WebEx](#)
- If you have trouble connecting, email [todd.oseby@state.mn.us](mailto:todd.oseby@state.mn.us)

### Accommodations

If you need an accommodation due to a disability that affects your access to this training, please contact the Department of Safety's ADA Coordinator (Lynn Mueller) at 651-201-7173 or at [lynn.mueller@state.mn.us](mailto:lynn.mueller@state.mn.us) to request an accommodation.

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October 13, 2020

### What's New in This Update

- MNDRIVE Minute Reminder
- MNDRIVE implementation update

- USPVS Failed Response
- MNDRIVE update

**MNDRIVE: Just 33 days to launch!**

## Today's News

### MNDRIVE Minute Reminder

The Next **MNDRIVE Minute** for deputy registrars is Oct. 15, at 9 a.m. [Click here for details.](#)

### MNDRIVE Implementation Update

DVS is finalizing MNDRIVE implementation signs and other products. Look for a special update including office signs and other useful materials later this week.

### USPVS Failed Response

The U.S. Passport Verification Service (USPVS) might report a no-match on a valid passport. This is common for recently renewed passports. The U.S. departments of State (DOS) and Homeland Security (DHS) are looking for a long-term solution. DOS and DHS provide the following guidelines:

If the USPVS passport service or the Retry process fails to verify a passport:

- Tell your customer their passport could not be verified but should not give the customer a reason for the no-match.
- You may wish to offer to accept alternate documents to establish proof of identity. For REAL ID credentials, DHS accepts any of the identity documents listed on the REAL ID documents list.
- DOS and DHS have authorized an option for processing these cases:
  - Accepting a copy of the U.S. Passport record (this is a new option). The customer has the option of requesting a copy of their U.S. Passport record by contacting the DOS, Office of Law Enforcement Liaison <http://travel.state.gov/content/travel/en/passports/after/passport-records.html> . The official record may be provided to you by the customer for consideration. While the problem persists DHS is willing to accept either the regular or the certified copy of the record for REAL ID purposes.
    - A U.S. Passport Record consists of a copy of the application for the passport and the supporting documents the applicant provided. Customers *cannot* receive a valid copy of their U.S. Passport Record from a passport office. In order to receive a copy of the record, a written request must be submitted to the U.S. Department of State, Office of Law Enforcement Liaison. Additional

information for customers needing to request a copy of their U.S. Passport Record can be found on the Department of State website.

## MNDRIVE Update

Lisa Melson, financials subject matter expert

The Financial Team continues to update processes and clarify fees based on statutes.

Here are a few of the items we have been working on:

Collector class \$25 fee:

- A \$25 fee is charged in lieu of registration tax when a vehicle is first registered in a collector class. The \$25 fee is charged again when the vehicle transfers to a new owner that keeps it in the collector class.

Transfer tax and Motorcycles/Auto cycles:

- Minnesota law exempts vehicles weighing less than 1,000 pounds from the \$10 transfer tax. MNDRIVE will have the ability to decode the weight provided by VINtelligence and will apply the \$10 transfer tax to any motorcycle or auto cycle that weighs 1,000 pounds or more.

Credits on Vehicle Accounts:

- People entitled to a refund will be able to apply for the refund or have the amount credited to another transaction. A motor vehicle refund cannot be credited to a driver services transaction and vice versa.

Refunds for Use Type Changes (Conversions):

Customers will no longer have to pay the filing fee and conversion fee separately when a use type change results in a refund. Instead, it will be deducted from their refund. MNDRIVE is able to apply the filing fee and conversion fee without the need for manual money movement.

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October 6, 2020

### What's New in This Update

- Reminders: MNDRIVE Minute/Training
- Online Knowledge Testing
- Clarification: Veteran Indicator on Driver's License
- REAL ID with Status Check

- MNDRIVE Update

**MNDRIVE: Just 40 days to launch!**

## Today's News

Reminders: MNDRIVE Minute/Training

Next **MNDRIVE Minute** is Oct. 8 at 9 a.m. [Click here for details.](#)

**MNDRIVE Training** is ready for you in the MNDRIVE Learning Manager. Now is the time to build your skills and confidence so you have a smooth transition to MNDRIVE on Nov. 16.

- [Training Instructions](#)
- [Training Time Estimates](#)

### Online Knowledge Testing

Prospective Minnesota drivers will soon have a new option to earn their class D learner's permit. Beginning Oct. 8, the knowledge test can be taken online at home with a parent, guardian or adult (21 or older) proctoring the test. Minnesotans will be able to register for an online knowledge test beginning Oct. 8, online at [drive.mn.gov](http://drive.mn.gov) by selecting **Take a Class D Knowledge Test**. [Find more information in a recent news release.](#)

#### What you need to know:

- Testers who successfully complete the online test are encouraged to complete the online pre-aplocation and are directed to bring their identity documents to a deputy registrar/driver's license agent to apply for a permit or driver's license.
- Students age 15 to age 18 also need to present their certificate of enrollment received from a driver education program (blue card) and a parent or guardian will need to sign the application.
  - The date of the online knowledge test in Fast DS must be later than the completion date on the blue card.
- An [online test FAQ](#) is available on Info Hub under the resources tab.

DVS is also expanding the in-person test options for Minnesotans by developing a statewide network of certified entities like deputy registrars/driver's license agents, high school driver education programs and community organizations that will be certified by DVS to offer proctored

class D knowledge tests at their locations. If you are interested in providing online class D knowledge tests, please complete the [application form](#) and return it to DVS:

- By email: [education@state.mn.us](mailto:education@state.mn.us)
- By fax: (651) 296-5316

More information about third-party online tests is available on the [DVS website](#).

### Clarification: Veteran Indicator on Driver's License

The standard documentation required for the veteran indicator on a driver's license/ID card is the DD214, A fire occurred at the National Personnel Records Center in 1973 making this difficult for some veterans. Please contact DSCO for assistance at 651-296-2038 or 800-536-0049 if your customer is unable to provide a DD214 or other acceptable document.

### REAL ID with Status Check

Customers with a temporary lawful status who wish to retain/renew a REAL ID credential must provide evidence of lawful status.

- Valid, unexpired permanent resident card (Form I-551) issued by DHS or INS
- Unexpired employment authorization document (EAD) issued by DHS, Form I-766 or Form I-688B
- Unexpired foreign passport with a valid, unexpired US visa, accompanied by the unexpired, approved I-94 form

Customers unable to provide proof of lawful status need to downgrade to a standard driver's license or ID card and use their unexpired foreign passport for flying (starting Oct. 1, 2021) or entering a federal facility.

### MNDRIVE Update

*Submitted by Nicole Duda, dealer and inventory subject matter expert*

The November 16 MNDRIVE release is fast approaching and all teams are working hard on testing and completing development. Here are just some of the things the inventory and dealer team are working on.

- **Dealer Number.** Some dealer numbers will be getting a new look in MNDRIVE. The new system will use a uniform numbering system so all dealer numbers will begin with DLR. This changes the look of the dealer temporary license as well as dealer licenses such as DSB.
- **e-Services for Business.** Dealers will access MNDRIVE through e-Services for Business to manage their dealer license and dealer plates, and to access Vehicle Title

Application and Permit (VTAP). Dealers will use VTAP to start the application process and create 21-day and 31-day permits. Benefits of VTAP include:

- Ability to track permits
- Printable, filed out title application (PS2000)
- Administration of business rules
- Reduction of data entry errors
- Accurate fee calculations
- Improved transaction processing at deputy registrar offices, reducing the time it takes to process an application by pre-populating title and registration information.

Dealer attendance at MNDRIVE Minute sessions has been great and they have provide helpful feedback. The next MNDRIVE Minute for dealers is Oct. 20 and 23.

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September 29, 2020

## What's New in This Update

- Veteran Indicator
- Driver Diversion
- MNDRIVE training
- Fast track
- Scanning Video
- MNDRIVE update

MNDRIVE Countdown: 47 Days

## Today's News

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### Correction DL Veteran indicator

For a driver to add the veteran indicator to their driver's license/ ID card they must submit an original DD214 at the time of the application; no other documents are acceptable.

Please reach out to DSCO at 651-296-2038 or 800-536-0049 or by email [DVS.DSCO.Issuing@state.mn.us](mailto:DVS.DSCO.Issuing@state.mn.us) with any acceptable document questions.

### Driver Diversion Program / Reinstatement Fees

An applicant can apply for their Class D license at location that accepts reinstatement fees once they pass a knowledge test (if applicable)..

To check if an applicant is a participant in the driver diversion program:

- Select license tab
- Information subtab will list diversion class completed
- \$680 is not required to be paid before applying
- Applicant must pay other reinstatement fees to apply (\$20 and \$30)
- Any unpaid fines will not show as paid as that is part of the diversion program

Please reach out to [dvs.diversion-program.dps@state.mn.us](mailto:dvs.diversion-program.dps@state.mn.us) with questions or for assistance.

## MNDRIVE Training and Information Reminders

MNDRIVE Training is ready in the MNDRIVE Learning Manager. Check the [updated release instructions document](#) which includes useful tips and answers to common questions about how to get started with the training.

**Reminder:** Next [MNDRIVE Minute is Oct. 1 at 9 a.m.](#)



Meeting number (access code): 146 101 6456

Meeting password: SkMCm8bXs23

Tap to join from a mobile device (attendees only)

- [+1-415-655-0003,,1461016456##](#) United States Toll
- [1-855-282-6330,,1461016456##](#) United States Toll Free

Join by phone

- +1-415-655-0003  United States Toll
- 1-855-282-6330  United States Toll Free

## FAST TRACK

The DVS Motor Vehicle Fast Track team noticed a considerable increase in the number of expedited title requests the past couple of months. Expedited title requests should only be sent in “emergencies” when the customer needs their title in three days. This situation occurs when a customer is removing their vehicle from the state or the title is required for an insurance claim.

Remember only certain transactions qualify for expedited title requests. Please refer to the [Fast Track Parameters](#) found on Info Hub for more information. The request will be denied by DPS-DVS if it is not for an emergency or if it falls outside of the parameters.

Other important Fast Track request reminders:

- Type only your deputy office number and the last three characters of the VIN (ex: Dep 123 VIN 131) in the subject line when sending your emailed request and scans to [DVS.Fast.Track@state.mn.us](mailto:DVS.Fast.Track@state.mn.us).



- Scan both sides of all title documents and the cart receipt. All documents should have their MNLARS barcode number on them before scanning and all barcodes must already be associated to the vehicle record in MNLARS.
- The vehicle record in MNLARS should be in the “Applied for” status and all expected documents must be scanned into the system (ex: 3 expected, 3 scanned) if requesting expedited service for a transaction already submitted to DVS. Then:
  - Send an email to Fast Track with a scan of the expedited title fee receipt
  - Type in the subject line only your deputy office number and the last three characters of the VIN (ex: Dep 123 VIN 131).
  - Type in the email body the full VIN.
  - Do not send scans of the application if the documents already exist in MNLARS.
- Please refer to the [Expedited Title Service instructions](#) and the [Expedited Title FAQs](#), located on Info Hub.

## MV/DL SCANNING VIDEO

Mankato deputy registrar Suzanne Jensen created a video to demonstrate the ease of scanning documents when processing motor vehicle and driver’s license applications for customers. This video was not filmed by DPS and it was filmed prior to COVID. Please take a few minutes to watch this video on [info hub](#).

Each office will receive a scanner with instructions prior to launch. Please reach out to your MV Liaisons by email at [DVS.MV.Liaisons@state.mn.us](mailto:DVS.MV.Liaisons@state.mn.us) with questions.

## ***MNDRIVE update, Electronic Vehicle Title and Registration (EVTR)***

***Provided by Jacqueline Belko EVTR and Vehicle Services title and registration subject matter expert***

Electronic vehicle title and registration services (EVTR) is part of the new Minnesota Drive system (MNDRIVE). The Minnesota Department of Public Safety Driver and Vehicle Services division (DPS-DVS) will implement MNDRIVE on Nov 16. Vendors offering EVTR services have started to contact deputy registrars about participating in EVTR. Deputy registrars are not required to participate, but if they do, will need to have an agreement with the EVTR vendor and participating dealership. DPS-DVS has not approved any EVTR vendors; however, testing with several vendors will start soon. **What you need to know:**

- EVTR allows Minnesota licensed dealers to:
  - Work with a DPS-DVS approved vendor to submit title requests through MNDRIVE.

- Issue license plates instead of a 21-day permit at the time of sale from dealership inventory. The Minnesota Auto Dealers Association (MADA) will administer and distribute license plates and registration stickers to participating dealers.
- At the time of MNDRIVE implementation:
  - Vendors are limited to serve a maximum of five new car dealerships.
  - Transactions will be limited to new car sales with a Manufacturer's Certificate of Origin (MCO) or Manufacturer's Statement of Origin (MSO).
- Beginning January 2021:
  - Vendors will be allowed to serve more than five dealerships.
  - DPS-DVS will expand the EVTR program to allow more types of title transactions.
- Agreements:
  - Dealers will need to have an agreement with at least one deputy registrar office.
  - The agreement between the vendor, dealership and deputy registrar could include a Memorandum of Understanding (MOU) and/or Electronic Funds Transfer (EFT) through the vendor/dealer.
  - Participating deputy registrars could have agreements with more than one EVTR vendor if they have dealers using different vendors.
  - DPS-DVS is not included in these agreements.
- The EVTR vendor, participating dealership and deputy registrar arrange payment details.
- Title & registration unit will process notice of sale, held for resale, removed from state and junked vehicles by mail.

Deputy registrars will be able to make corrections for transactions that have a title review case up to the time DVS completes the title review process. For transactions that do not have a title review process, corrections can be made up to the next registration cycle.

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September 22, 2020

## What's New in This Update

- Training/Webinar Reminders
- Vehicles Without a VIN
- Web-based Knowledge Testing Pilot
- Driver's License Account Creation
- CDL Skills Test by Minnesota Third Party Testers

MNDRIVE Countdown: 54 Days

## Today's News

## Training Reminders

**DVS Webinars** – Training with Todd, Brian and Celia takes place this week. You will find complete information in the previous news section of this update.

**MNDRIVE Minute** – Weekly MNDRIVE Minutes begin on Thursday, Sept. 24 at 9 a.m.



To join the meeting [click here](#)

- Meeting number (access code):146 440 9426
- Meeting password: aWTimd4uf53

Join from a mobile device (attendees only)

- [+1-415-655-0003,,1464409426##](#) United States Toll
- [1-855-282-6330,,1464409426##](#) United States Toll Free

Join by phone

- +1-415-655-0003  United States Toll
- 1-855-282-6330  United States Toll Free

## Vehicles Without a Vehicle Identification Number (VIN)

Deputy registrars should accept applications for vehicles that do not have a vehicle identification number (VIN), even vehicles not yet inspected. DVS inspectors will not inspect vehicles with no record in MNLARS. Refer to the [No VIN/Nonconforming VIN job aid](#) for more information.

## Web Based Knowledge Testing Pilot

DVS recently started a pilot program with at-home students for web-based class D knowledge tests. Fast DS displays “@home” in the office location field for individuals participating in the pilot.

The system instructs participants who pass the exam to visit a DVS exam station to complete a permit application. Contact a regional exam supervisor or DSCO for assistance if a customer who took the exam online visits your office to complete an application.

## Driver's License Account Creation

Fast DS now requires you to enter the customer's social security number (SSN) when creating a driver's license account. The change is necessary because of the web-based knowledge testing DVS is piloting.

Continue to follow current procedures if your customer does not have a SSN.

## CDL Skill Tests by Minnesota Third Party Testers

When entering a CDL skill test result from a Minnesota third party tester:

- Leave the location field blank.
- Enter the complete third party tester number listed in the signature box on the bottom right corner of the record of examination (RX) including the dash (example: 02-89).

**Out-of-State Tests:** Driver's license agents may not accept CDL paper test results from another state. Fast DS must display results in the exam tab before you can accept the application.

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September 15, 2020

### What's New in This Update

- Border Cities - EDL/EID
- Wheelage Tax Report
- U.K. Phishing Scam
- Driver's License Online Renewals
- Power Of Attorney Driver's License Applications
- MNDRIVE Update
- September Deputy Training

## Today's News

### Border Cities and EDL/EID

DVS does not allow variances for enhanced driver's licenses or identification cards (EDL/EID) as part of the state's agreement with the U. S. Department of Homeland Security. Customers who live in border cities are not eligible for an enhanced driver's license or ID card as a result. A border city is one that may be in Minnesota geographically but the U.S. Postal Service considers it to be in another state.

Individuals who live in boarder cities may apply for a REAL ID but need to submit a variance request. The \$10 variance fee is waived for a REAL ID.

### Wheelage Tax Report

The updated wheelage tax report is available on the DVS [website](#). The update includes July 2020 information.

### U.K. Phishing Scam

A recently reported phishing email appears to be from the United Kingdom Vehicle Licensing Authority. This is a fraud and customers should not respond to the email. The notice originated in the U.K and did not pass through state systems. You can read more about these types of spoof events [here](#).


## Driver's License Online Renewals

Online driver's license or ID card renewal charges are paid through the customer's bank (ACH payment). Credit cards are not accepted. The online application notifies customers that credit cards and debit cards are not accepted.

## Driver's License Application with Power of Attorney Paperwork

An individual completing an application for a driver's license or identification card with a power of attorney (POA) must:

- Submit the application directly to DVS by mail.
- Include a copy of the POA (the original is not required). The POA does not need to indicate the individual is authorized to apply for a driver's license or ID card on the applicant's behalf.

Customers may request to have an application mailed to them by calling 651-297-3298 . Driver's license agents may request an application for their customer by contacting DSCO.

## MNDRIVE Update

*Provided by Jody Vernon, conversion subject matter expert.*

The conversion team is preparing for the MNDRIVE launch on Nov. 16.

- Reconciliation Report. This report compares the number of titles, registrations, addresses, etc., that are converting from MNLARS to MNDRIVE. We are review the numbers and make sure they match so we know that the data converting correctly.
- 
- Outstanding development updates. These are small updates that are part of the conversion process. Some recently completed changes include:
  - Connecting converted plate revocations and converted impound orders to vehicles so users can see full impound details.
  - Converting dealer review cases for new dealers.
  - Converting quarterly registrations.
- Adding financial information to tier 2 data. MNLARS has old records that list past owners. The data conversion team is updating those records to include financial details within MNDRIVE.

## Deputy Registrar September Webinar Training

Join Todd, Brian and Celia in a review of DVS processes. The sessions are not required but attendance is strongly encouraged. The training provides valuable information to help ensure all staff are following DVS processes.

### Difficulty joining a session

Some people report Cisco errors when joining the training sessions. You might receive an error in the WebEx portal indicating the meeting had ended or been cancelled. If you click the link and receive the message that the meeting has ended or been cancelled, complete the following steps:

1. Close your internet browser.
  2. Reopen your internet browser.
  3. Don't click the link: Instead:
    - Right-click and copy the session.
    - Right-click and paste the link into your web browser and press **Enter**.
- Join the meeting normally.
  - You may need to repeat this process 2-3 times.
- Email [mnlars.training@state.mn.us](mailto:mnlars.training@state.mn.us) if you are still unable to connect to the training. Consider joining 5-10 minutes early in case you have difficulty connecting.

### Review Topics

Eight identical sessions will cover the following information:

#### Motor Vehicle Segment

- Selecting Other for Make/Model. Reminder on avoiding 'Other' as Make or Model.
- MSO Chain of Ownership (Viewer's Choice). Interactive review of dealership requirements to properly document new vehicle trades on MSO/MCO.
- Death Transfer Scenarios (Viewer's Choice). An interactive review of death transfers and their required documents.
- Prorate Trailer Demo. An interactive demo showing how to correctly enter a New to Fleet Prorate Trailer in MNLARS.
- Tip of the Month. Reg Card printing for Utility (Plicker) Trailers

#### Driver Services Segment

- Temporary Stay Documents II. A continuation from last month by looking more in-depth look at documents presented by applicants.
- Testing Requirements. A focus on requirements for both written and road tests.
- Override Requests. An overview to when an override can or cannot be completed.

## Web Ex Schedule

Tuesday, Sept. 22      Password: TrainSept

- 7:00 – 8:15 a.m.      <https://bit.ly/DRSept1>
- 8:30 – 9:45 a.m.      <https://bit.ly/DRSept2>
- 10:00 - 11:15 a.m.      <https://bit.ly/DRSept3>
- 1:30 – 2:45 p.m.      <https://bit.ly/DRSept4>

Wednesday, Sept.3      Password: TrainSept

- 10:00 - 11:15 a.m.      <https://bit.ly/DRSept5>
- 1:30 – 2:45 p.m.      <https://bit.ly/DRSept6>
- 3:00 – 4:15 p.m.      <https://bit.ly/DRSept7>
- 5:00 – 6:15 p.m.      <https://bit.ly/DRSept8>


### Using Webex

The format for the online training is WebEx. It is important you enable the audio function to get the full benefit of the training.

### Technical Assistance:

- [Instructions for Joining WebEx](#)
- If you have trouble connecting, email [todd.oseby@state.mn.us](mailto:todd.oseby@state.mn.us)

### Accommodations

If you need an accommodation due to a disability that affects your access to this training, please contact the Department of Safety's ADA Coordinator (Lynn Mueller) at 651-201-7173  or at [lynn.mueller@state.mn.us](mailto:lynn.mueller@state.mn.us) to request an accommodation.

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September 9, 2020

### What's New in This Update

- Changes Coming to Security Roles in MNDRIVE
- FAST DS – Veteran Indicator Change
- Scanner Delivery to Start Soon
- CDL Medical Waivers
- Weekend Maintenance to PDPS
- MNDRIVE Update

## Today's News

## Changes Coming to Security Roles in MNDRIVE

All driver's license agent staff can confirm daily reconciliation and ready the daily report for sweeping in Fast DS. This changes when MNDRIVE launches on Nov. 16.

Reconciliation activities (complete daily report for sweeping, manage inventory, and perform certain overrides) in MNDRIVE will be restricted to users with the following security roles:

- DUR (data use representative)
- ADVANCED (lead worker, manager, shift supervisor, etc.)

This change is necessary because of high dollar motor vehicle transactions.

### IMPORTANT - Action Required by Oct. 1

- DURs must email the names of staff members required to perform daily reconciliation activities to [SecurityQuestions@state.mn.us](mailto:SecurityQuestions@state.mn.us) by Oct. 1.
  - DVS will assign those users the "ADVANCED" role.
  - All other staff will automatically receive the standard role, which means they will not be able to do reconciliation activities.

DURs will be assigned roles that correspond to their current Fast DS office role.

## Fast DS – Veteran Indicator Change.

The veteran indicator question is moving in Fast DS to match the in-office application. The veteran indicator question will appear on the application question page instead of the indicator page beginning Friday, Sept. 11.

## Scanner Delivery to Start Soon

Deputy registrar regional liaisons will soon schedule scanner deliveries with deputy registrar offices.

- Liability concerns prohibit regional liaisons from installing scanners.
- Installation instructions are included with the scanner delivery.
- Deputy registrar IT staff or their delegate will complete the installation.
- Please have your IT professional contact the MNIT-DPS helpdesk for assistance.

Deputy registrars offering driver's license services, but not currently scanning driver's license documents, need to contact the DVS production support team for instructions. Please email [mndrive.production.support@state.mn.us](mailto:mndrive.production.support@state.mn.us)

## CDL – Medical Waivers



DVS is seeing a sharp increase in DVS medical waivers added to medical certificates by driver's license agents. DVS central office staff manually enter DVS waivers.

- DVS waiver packets are on the DVS website <https://dps.mn.gov/divisions/dvs/forms-documents/Pages/drivers-license-forms.aspx> under school bus.
- Direct customers to send completed DVS waiver packets directly to DVS.
- If an applicant brings the waiver forms to your office, you may scan and enter it as Other Correspondence – CDL issuing.

Medical examiner certificates requiring a medical waiver can only be entered if a current waiver is included in the driver's account. This applies to all types of waivers; FMCSA, MNDOT and DVS.

## MNDRIVE Update

*Submitted by Gaye Smith, deputy registrar subject matter expert.*

The finance team is completing the non-sufficient funds (NSF) process in MNDRIVE.

- **Checks Paid to DVS.** MNDRIVE charges a \$30 dollar NSF fee on NSF payments made to DVS. It splits the fee evenly to each account that the payment is offsetting. For example: if a payment was applied to two accounts, each account would have a \$15 dollar fee; if the payment was applied to three accounts, the fee would be \$10 per account and so on.

MNDRIVE will automatically clear any related suspensions and deficiencies when all fees related to the NSF are received.

- **Checks Paid to Deputy Registrars.** MNDRIVE does not charge the \$30 NSF fee on NSF payments made to deputy registrars. Banks charge deputy registrars NSF fees so the fee goes to the deputy. The system does not currently collect the fee and that practice will continue for now.

Deputy registrars must manually clear any related suspensions and deficiencies when they receive payment to clear a NSF.

Deputy registrars will be able to collect fees for DVS NSF transactions. Deputies cannot collect NSF fees due to another deputy registrar office. Customers must return to the original deputy registrar office to clear the NSF status.

The NSF process will be covered in detail in MNDRIVE training.

## PDPS outage

The National Driver Registry is performing scheduled maintenance on the PDPS PRODUCTION environment on Saturday, Sept. 12 from 9 p.m. – midnight. PDPS will be unavailable to process messages during that time.

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September 1, 2020

## What's New in This Update

- Motorcycle Skills Test
- AAMVA Fails
- MNDRIVE updates

### DL Motorcycle Skills Test

Help avoid unnecessary delays when a customer applies for a motorcycle endorsement. Make sure to include a scan or copy of the stamped motorcycle permit showing the customer passed the skills test. This will help avoid unnecessary delays in having their credential produced.

### DL- AAMVA fails

When an applicant fails the AAMVA check, ask if they have ever been to the state with the reported fail. The results should be reviewed by DSCO or an Exam Regional Supervisor for a possible override if the answer is no.

Customers report being turned away when they have never been to the state with the hold.

Call DSCO or your regional Exam supervisor in this situation.

### MNDRIVE update

#### By Cynthia Sondreal, Vehicle Services Title and Registration Subject Matter Expert

The Title and Registration team efforts to prepare for the MNDRIVE launch later this year include:

**Change/Correct Registration:** Testing the Change/Correct Registration process to ensure the system correctly changes use type. This included ensuring a message displays under the requirements section if the use type selected does not qualify.

**Correct Plates/Stickers:** A recent demonstration showed how to correct plates or stickers issued to the wrong registration. The demonstration included how to swap plates/stickers that were accidentally mixed up.

**Installment Payments:** The name of the partial pay transaction changed to installment payments to better describe the transaction.

**Deficiency Letters:** The deficiency letters are almost complete. This process began in March and included gathering, editing and finalizing all Title and Registration deficiency letters.

Joe Heider, Deputy Register, Subject Matter Expert also provided an update on some additional items being worked on for MNDRIVE.

**Inventory Reports:** Fast developed two reports for inventory that we are currently reviewing. The first report is an end of the day report to help reconcile inventory sold that day.

The second report, designed for larger date ranges, lists all inventory in your office and the inventory status. DVS liaisons can use this report to perform deputy registrar audits.

**Inventory:** FAST and DVS are currently working on the file simulation process with MINNCOR. The goal of this effort is for deputy registrars to see plate and sticker numbers when placing an order. Deputy registrars then only need to accept the order. This eliminates the need for a deputy registrar to enter inventory manually. An additional goal for this project includes providing shipment dates so deputy registrars can know when inventory will arrive at their office

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August 25, 2020

## What's New in This Update

- AAMVA Connections
- System Maintenance
- Appointment Scheduling Reminder
- F1/F2 Forms
- Photo/Vision Screening Reminder
- Onsite Inventory Visits
- Special Plate Applications

## Today's News

### AAMVA Connections

MNIT reported that for approximately 20 minutes Monday afternoon there were intermittent issues with AAMVA connections. The connections stabilized around 3:15 p.m. MNIT has reached out to AAMVA to determine the cause of the issue.

## **System Maintenance**

MNIT is performing system maintenance on Sunday Aug. 30 from 12:00 a.m. to 8 a.m. MNLARS and the online tab renewal service will be unavailable during the maintenance window.

## **All - Appointment Scheduling Reminder**

Many deputy registrar and driver's license agents require customers to schedule an appointment for services at their offices. Office location and contact information is available on the DVS [website](#). Do not refer customers to the DVS public information center (PIC) for assistance. PIC cannot schedule appointments for deputy registrar and driver's license agent services.

You should continue to direct customers to contact PIC if they need assistance scheduling an appointment for a knowledge test, road test, or vehicle inspection.

## **DL-F1/F2 Forms**

Please submit copies of page 1 and 2 when a customer brings in the supplemental I-94 – F1/F2 form. We need both pages to ensure we have all information needed to provide an accurate temporary stay date and to avoid processing delays.

## **DL-Photo/Vision Screening Reminder**

A new photo and vision screening is required if the renewal of a standard class D driver's license or ID card includes a change of address. DVS cannot send a credential to a new address unless there is a new photo and vision screening.

You may only waive the photo and vision screening requirement for standard class D licenses, standard provisional licenses or standard ID cards when there is **no change** to name, address, signature or driver's license number.

## **MV- Onsite Inventory Visits**

DVS deputy support staff will begin onsite visits to conduct physical inventory of all plates, stickers, and title stock to prepare for the rollout of MNDRIVE on Nov. 16.

Deputy liaisons will contact each office prior to each visit. Please organize all plates and stickers in numerical order by category ahead of the visit. You also need to prepare any inventory that is in a "reserved" status or documented with a PS2842. DVS staff will collect voided title stock when they conduct the inventory.

You need to complete daily sticker inventory counts and watch for any plate disparities until the MNDRIVE rollout once the inventory is complete.

You will find a helpful inventory worksheet on Info Hub under the [dep. registrars tab](#). If you have any questions please email the deputy liaisons at [dvs.mv.liaisons@state.mn.us](mailto:dvs.mv.liaisons@state.mn.us)

## **MV - Special Plate Applications**

Document scanning in DVS is nearly up-to-date. You no longer need to fax a copy of an application for special plates to the DVS special plate unit. Please remember to barcode the application and associate it with the transaction in MNLARS to prevent processing delays.

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August 18, 2020

### **What's New in This Update**

- Proof of Residency
- Plate Inventory
- Swift Reports
- MNDRIVE Update

## **Today's News**

### **DL- Proof of Residency Quick Reference Guide (QRG)**

A new quick reference guide is available on [Info Hub](#). The new guide contains new information about proof of residency documents. Please take a moment to review this information. If you have any questions please reach out to DSCO for assistance.

### **MV – Plate Inventory**

Updated license plate inventory is on [Info Hub](#). DPS-DVS will update this information weekly until the launch of MNDRIVE.

### **MV – Swift Reports**

Updated Swift reports are available on [Info Hub](#). DPS-DVS will update Swift reports monthly until the launch of MNDRIVE.

## MNDRIVE Update

By Rayah Barton, IT Business Analyst

The MNDRIVE business testing phase is starting to wind down as we prepare for the next stage of testing. Starting Aug. 31, we will transition to end-to-end testing. Business testers will process real transactions in the staging environment and test against converted data. End-to-End testing will run through mid-October.

- As of August 12, we have completed 3,815 test scenarios (both passes) and completed the first round of testing for 1,386 scenarios.
- Currently 29 deputy registrar and DVS staff are performing business testing. We plan to add an additional DVS tester soon for fleet registration testing.
- We held a remote explore session for fleet companies last week. They were able to view the e-Services for Business functionality through a demonstration and had the opportunity to provide feedback.

The MNDRIVE project subject matter experts (SMEs) and deputy registrars continue to assist with the informal testing performed by the project trainers as a part of their curriculum preparation.

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August 11, 2020

### What's New in This Update

- Dealer Emails
- Scanning
- Disability Plate Application
- MNDRIVE Updates
- Updated Swift Report

## Today's News

### Dealer Emails

The FAST team has started MNDRIVE Minute sessions for dealers. The next webinars are scheduled for Aug. 18 and 20. We have emailed notification to the dealers on our distribution list. Please check with your dealers to see if they are receiving the DVS Dealer Update and MNDRIVE Minute notifications. If they are not receiving these important communications, please have them send their email addresses to [DVS.Communications@state.mn.us](mailto:DVS.Communications@state.mn.us) so they are included in our distribution list.

Thank you for helping to make sure our dealer partners are prepared for the transition to the Minnesota Drive system in November.

## Scanning Reminder

Please make sure to scan the front and back of documents that have information on both sides. Examples are marriage certificates, certificates of naturalization and driver's licenses or identification cards.

## Disability Plate Application

All applicants for disability license plates must complete section N on page two of the Application for Special Plates (PS2010). If this section is not filled out completely, DVS cannot process the application.

SECTION N		DISABILITY LICENSE PLATES	
Please list the disability parking certificate number issued for a PERMANENT Disability: # _____			
No further medical statement is necessary (Long-Term, Short-Term, & Temporary certificates do not qualify)			
If you DO NOT have a parking certificate, you must complete an application for Disability Parking Certificate (PS2005) with the required Medical statement & signatures and attach to this form. Only a permanent mobility impairment will qualify.			
I certify I own or primarily operate the described vehicle and I meet one or more of the definitions for Physically Disabled Person defined in statute.			
Driver's License / ID Number		If the vehicle owner is the custodial parent or guardian of a permanently disabled minor or legal ward list name and date of birth below:	
Signature of Disabled Applicant			

## MNDRIVE Updates

### Interfaces submitted by Nathan Thomas

The Interfaces team has moved to the next step in what is our most complicated interface for the vehicle rollout, electronic vehicle title and registration (EVTR). We are coordinating with vendors who will develop the software used by dealerships to submit the title and registration information to MNDRIVE. This interface is complicated because of the many groups involved in the EVTR process: dealerships, vendors, Minnesota Automobile Dealers Association (MADA), deputy registrars and DVS.

Vendors must complete their software design and testing by Sept. 30 to be part of MNDRIVE when it launches in November. Vendors who miss the deadline will have to wait until January 2021 to join MNDRIVE. We anticipate that the next few months will be very busy.

### Financials submitted by Dan Stluka

A primary requirement of the MNDRIVE Financials Team is to ensure the actions taken by DVS and DVS business partners are permissible and align with Minnesota statutes. This is particularly important for financial-related functions, including collection efforts against customers with dishonored check payments for non-sufficient funds (NSF).

Currently:

- MS 168.17 provides DVS statutory authority to suspend registration of a motor vehicle for a dishonored payment issued to the state or deputy registrar (after a 30-day notification period).
- MS 171.18 provides DVS statutory authority to suspend the driver's license for a dishonored payment issued to the state or DL agent (after a 14-day notification period).
- Transfer of Vehicle Ownership:
  - Once a vehicle is sold, DVS is still able to pursue collection efforts against the previous owner for their outstanding NSF debt; however, DVS is not able to take action (suspend and/or prevent transfers/registration renewals) against any other vehicles owned by the individual with the outstanding NSF debt.
- DVS has no statutory authority to "cross the streams" with NSF debt. This means that DVS cannot suspend vehicle registration for a dishonored check related to a driver's license transaction, and vice versa, DVS cannot suspend the driver's license for a dishonored check for a vehicle transaction.

Future legislative initiatives being considered to help strengthen DVS' NSF collection abilities include participation in the Department of Revenue's revenue recapture program and statute changes allowing for increased DVS actions specifically relating to vehicle NSF debt.

## Updated Swift Report

The Swift reports from June 11 through August 10 are now available on Info Hub.

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August 4, 2020

### What's New in This Update

- Website information
- Expiration Date Extensions

## Today's News

### Website Information:

If your office has a website listing your hours and services, please send an email to [jennifer.gagner@state.mn.us](mailto:jennifer.gagner@state.mn.us). Include your website information and we will add it to our current locations page. This will help customers see what services you provide and if they need an appointment and how to make an appointment.



## Expiration Date Extensions – Peacetime Emergency Clarification

Legislation extended the expiration date for driver's licenses, instruction permits, provisional licenses, state-issued ID cards and disability parking certificate that expire:

1. During the peacetime emergency.
2. On any day of the month in which the peacetime emergency expires.
3. On any day of the month following the month in which the peacetime emergency expires.

The extension goes to the last day of the second month following the end of the peacetime emergency.

## Credential Extensions

Fast-DS will show an extension for the following credentials:

- All license and state identification cards expiring between March 13 and July 31
  - Commercial driver's licenses (Class A, B, C)
    - Including endorsements
  - Driver's licenses (Class D, D-Provisional, Moped)
  - State identifications (Class I, T)
  - Commercial learners permit (Class: A, B)
  - Instruction permit (Class D, Moped, Motorcycle)
- All credentials are eligible for an extension
  - Standard
  - Real
  - Enhanced
- Temporary stay
  - Standard
    - Temporary status expiring on or after March 13 through July 31.
    - Credentials expiring between March 13 and July 31.
  - Real
    - Credentials expiring between March 13 and July 31.
      - Credential is extended up to the end of stay date listed on file in line with federal regulations.
      - No end of stay date extensions are currently permitted on Real ID.
  - Commercial Drivers
    - Excluded
- Expiration Extension Guidelines
  - Extensions run on the first business day of each month during the peacetime emergency.
    - Exception: March
      - If testing is approved this will be run the night it moves to production
    - Exception: Proclamation end date

- See below
- Expirations are extended to the last day of the second consecutive month following the month that is being evaluated
  - Example:
    - March expirations are extended to May 31.
    - April expirations are extended to June 30.
    - May expirations are extended to July 31.
      - This includes credentials that were originally .set to expire in March extended to May 31.
- Extended credentials are tracked through a system indicator. The indicator will track the time each credential is extended.

A final run will pick up every credential with the extension indicator and verify the expiration date is the last day of the second consecutive month following the month in which the peacetime emergency ends.

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July 28, 2020

## What's New in This Update

- Face Mask Order
- Legislative Bulletins
- DVS Town Square
- DL-Acceptable Utility Bills
- DL – First Time Emergency Contact Requests

## Today's News

### Face Mask Order

Governor Walz' Executive Order 20-81 requires Minnesotans to wear a face covering in all indoor businesses and public indoor spaces. Businesses must communicate to workers and customers that face coverings must be worn as required by the Executive Order. At a minimum, businesses must communicate face covering requirements by clearly posting signage in places that are visible to all workers, customers, and visitors.

#### Resources

- Governor Walz' [Emergency Executive Order 20-81](#)
- Minnesota Department of Health information – [Face Covering Requirements](#)
- [Signs](#)

- [Face Mask FAQs](#)

## Legislative Bulletins

The legislative bulletins for the 2020 regular session and the first and second special sessions are available on [Info Hub](#).

The effective date for the gold star on the enhanced driver's license/ID cards and the mental health and autism indicators is Aug. 1. DVS needs to finalize details with the card vendor so they may not be available on Aug. 1. We will keep you updated.

## DPS-DVS Town Square

Customers should not be referred to the DPS-DVS Town Square location for assistance with motor vehicle transactions. DVS does not have a motor vehicle transaction counter and is unable to assist customers at this location. There is a deputy registrar located at 200 University Avenue in St. Paul.

## DL -Acceptable Utility Bills

Utility bills that are acceptable proof of residency include the following:

- landline telephone
- mobile phone
- electric/light, gas or delivered fuel
- trash collection
- water invoice for service on a recurring basis.

Internet service is not a utility. If it listed on the same service bill as a phone bill, it is acceptable.

## DL –First Time Emergency Contact Requests

First time emergency contact requests must be done in conjunction with an application. If a customer provides the form during a visit, do a same day correction to add the emergency contact information with the application.

## What's New in This Update

- AAMVA Overrides
- Signature Pens and Pads
- MNLARS Slowdown
- Permanent Registration Trailers
- Barcode Reminders
- MNDRIVE update

## Today's News

### DL - AAMVA Override Requests

If a customer fails the AAMVA check and there is a potential match ask the customer if they have ever been to that state. If their answer is "no", contact DSCO to have the case reviewed.

### DL - Signature Capture Pens and Pads

Many electronic signature capture pads and pens have been damaged by liquid disinfectant or wet Clorox wipes. These are electronic and should be handled with care. To disinfect them you can spray a light mist of disinfecting spray on a microfiber cloth and wipe them carefully to ensure they do not leave the pen or pad wet or with excess moisture.

If you need assistance with pads or pens you can reach out to Idemia technical support at 1-800-495-9533

### MV - June 29 MNLARS Slowdown Update

On June 29, MNLARS users experienced a slowdown. MNIT determined the slowdown was due to a database transaction that did not run as expected and was using most of the server processor and memory. The support team diagnosed and deleted the transaction allowing the system to return to normal operations.

The operations and support teams will continue to monitor the database and MNLARS application to avoid a similar issue in the future.

### MV- Permanent Registration Trailers

Small trailers that qualify for permanent registration are not generally titled. Occasionally these trailers do have a title issued. Whenever the proof of ownership document is a title issued by Minnesota or another

state, it is a title transaction, not a registration only.

## MV - Barcode Reminder

More than 12,000 documents received this year were missing a barcode or had a barcode but were not associated with a transaction. Called “orphan documents” they prevent the transaction from going into a queue for processing and delay the issuance of a title. Research and attempting to associate an orphan document with a transaction slows overall title turnaround.

Number of documents not associated with a vehicle record for 2020.

Jan. – 2,480

Feb. – 2,276

Mar. – 2,518

Apr. – 648

May – 1,190

Jun. – 3,307

Please remember to barcode appropriate document and make sure they are associated with a transaction in MNLARS. Refer to the MNLARS training materials on [Info Hub](#) for a refresher on barcode procedures.

## MNDRIVE Update

Submitted by Allison Malack, Title & Registration SME

The title and registration team continues to work on MNDRIVE and the finalizing of processes. Below are a few items that the team has been working on.

**Salvage Title Only for Minnesota Licensed Dealers:** Minnesota licensed dealers are required to apply for a title within 18 hours of taking possession of a salvage vehicle from out of state.

The dealer will still have to apply for a title in their name even if they expect the vehicle to be sold within 48 hours of taking possession of the vehicle.

**Minnesota Licensed Dealers:** When you submit a request to title and NMVTIS shows the vehicle branded or you checked the box “has been damaged” and you are titling this in the name of your dealership; these will be prioritized and issued in a timely manner so that you can be prepared to sell the vehicle.

**Linking Driver’s License Numbers to Vehicle Records:** In MNDRIVE, users will have the ability to link the customer’s driver’s license number to the vehicle record when one is not associated. This will help law enforcement if a driver is stopped and law enforcement can see all of the vehicles associated with that driver.

**VIN/Salvage Inspections:** Vehicle inspectors will be entering the salvage and VIN inspections directly into MNDRIVE. These inspections should be attached directly onto the vehicle record help speed up the process.

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July 14, 2020

## What's New in This Update

- DVS Director Message
- Acceptable Addresses for DL Records
- DVS In The News
- Correction MNDRIVE Minuet Webex
- Reminder: Deputy Registrar Agreements
- Recreating Purged MV Records

## Today's News

### DVS Director Message

Dear deputy registrars,

I want to recognize that heightened social awareness, stress, and anxiety are real things that our staff, customers, and communities are currently experiencing. Now more than ever, we must remain aware of the need for our customer service to remain objective, considerate, and respectful of differences.

While dealing with difficult customers is not new, it is possible that customer-facing staff will observe an increased number of customers who are coping with, or struggling to cope with compounded stresses and trauma brought on by the pandemic and/or the aftermath of civil unrest and riots.

DVS is committed to identifying ways in which we can support Deputy Registrars and our service delivery teams at DVS locations.

Here are some tips from DVS to consider:

1. Most experts agree that a key element to de-escalating a tense situation is good communication skills. Think about adding communication and conflict resolution to your customer service training that includes:
  - How to be an active and good listener. This is possibly the most important tool in your communication toolbox and lets the customer know you care and are concerned about their situation.

- How to remain calm and professional. Our words and body language have the power to escalate or de-escalate a situation.
  - How to show empathy. You do not have to agree with a customer, but you do need to understand the situation and your customer's feelings before you can move to resolution.
2. Make sure your staff know:
- Who they can turn to for assistance if they are unable to de-escalate a situation on their own. Bringing a new voice to the conversation often helps to shift the focus to problem solving and positive outcomes.
  - How to keep their work environment safe. Your local law enforcement or security service is often willing to evaluate your office and provide recommendations to make your public areas safer.
  - When it is time to notify law enforcement. Staff should know what to do if they believe a customer may do harm. They should also know who to inform after law enforcement has been called, such as office managers/owners, city or county officials, and DVS.

Customer service is a demanding profession. Thank you again for your continued commitment to providing all Minnesotans with excellent service.

Thank you for all you do.

Serving You,  
**Emma Corrie**  
Director, Driver & Vehicle Services  
Minnesota Department of Public Safety

## Acceptable Addresses for Driver's License Records

Premium P.O. boxes are P.O. boxes that have a street address and appear as a physical address. Like regular P.O. boxes, these are not acceptable because a residence address is required. Existing premium P.O. boxes that have been identified in the system will no longer be accepted at the time of the customer's next application. For individuals who currently have premium P.O. box addresses on record as their residence address, a note will also appear on their record that the address is unacceptable. If you have any questions please reach out to DSCO at [DVS.DSCO.Issuing@state.mn.us](mailto:DVS.DSCO.Issuing@state.mn.us)

## DVS In The News

- Update Driver's License Manual: The Minnesota Driver's Manual is updated to include information on what drivers and law enforcement should expect during a traffic stop, particularly when a driver has a firearm. News Release

- Appointments required for class D knowledge tests. Minnesotans are now able to schedule appointments online for class D knowledge tests at any of the 14 regional DVS exam stations. [News Release](#)

## Correction: MNDRIVE Minute Webex

The announcement last week for the next MNDRIVE Minute contained an error. The correct date for the Webex is Thursday July 23. You'll find the information sheet posted on Info Hub under the [MNDRIVE](#) shortcut.

## Reminder: Deputy Registrar Agreements

Signed agreements are due by July 31.

### Please return to:

Driver and Vehicle Services  
445 Minnesota Street, Suite 185  
Attn: Deputy Agreement  
St. Paul, MN 55101

## Recreating Purged MV Records

A new request form for recreating [purges motor vehicle records](#) is available on Info Hub under the deputy registrar tab. Please follow the instructions on the form.

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July 7, 2020

### What's New in This Update

- Correction
- Deputy Update Meeting
- Disability Certificates
- Motorcycle Skills / 3rd Party
- Credential Corrections
- Pre Application
- Remote Tester
- MNDRIVE Update

## Today's News



## Correction

There was an error in the MNDRIVE Update last week under the fees that will go into effect with the rollout of MNDRIVE in November. The filing fee for quarter registrations are due per transaction not per quarter. For example, if a customer renewed their registration for two quarters, MNDRIVE would apply only one filing fee.

## Deputy Update WEBEX Meeting

Going forward the Deputy Update meetings with DVS Director Emma Corrie and area program directors will now take place monthly. The next meeting is scheduled for July 28.

## Signatures on Disability Certificate Applications

It can be particularly difficult for individuals who need a disability parking certificate to visit an office and sign an application in person if they have COVID-19 concerns. DVS will accept fax, email or photocopy signatures on disability parking certificate applications. Please do not send people away for a “live” signature. We will work with what they are able to provide. Thank you for your co-operation.

## Entering Motorcycle Skills Tests from Third Party Testers

When entering a skills test from the motorcycle program drop down, select the program that matches the stamp on the lower right side of the permit. If it says MMSC (example not shown), click on that.

The screenshot shows a help page with the following content:

- Header:** Help: Entering a Motorcycle Endorsement Skills Exam
- Text:** When an applicant passes a motorcycle skills exam, the examiner will stamp the motorcycle permit (on the right side) with a stamp that looks similar to this:
- Diagram:** A diagram showing a stamp with fields: "DPS EXAM", "Examiner Signature # 371", "Code 8755", and "Date 9/27/18". A box labeled "Examiner Number" points to the signature field. Another box labeled "The station number is the last 3 digits of the code." points to the code field.
- Text:** You may see two different types of documents representing a passed motorcycle skills exam when a customer wants to add a Motorcycle Endorsement to their Minnesota Driver's License.
- Text:** If the Motorcycle Instruction Permit was *issued prior to October 1, 2018*: The red stamp on the Motorcycle Instruction Permit (RX) verifying the Motorcycle Skills Exam was passed will be presented. If the customer submits this document, please enter the RX number and the knowledge test results using the date when the motorcycle instruction permit was issued. Review the stamp to identify the entity that provided the Motorcycle Skills Exam. If the skills exam was given by DPS, please enter the exam location and the examiner number. The first digit of the exam location represents the year of the exam and the last three digits are the exam station location.
- Text:** If presented with a Motorcycle Instruction Permit *issued on or after October 1, 2018*: Leave the RX Number field blank and select Motorcycle Skill Exam in the Exam Type drop down. Select the date of the Motorcycle Skills Exam. From the Motorcycle Program drop down, select the program that matches the stamp on the lower right side of the Permit. If the program was DPS, the Exam Location and Examiner drop downs will remain visible and need to be entered similar to the old style motorcycle instruction permit. Fill in the remaining drop downs and click **Save**.
- Note:** Don't forget to click the "Refresh Endorsements & Restrictions" button after entering and saving the RX. Then select the add checkbox for the appropriate endorsement or restriction.
- RELATED TOPICS:** [Enter an Exam from an RX](#), [Tips for Reading an RX](#)

When a record or a temporary credential is expired, a correction to an application cannot be made in review. The temporary record will need to be extended in order to bring the credential back to valid status before a correction is done.

## DL - Pre-Application

If a customer has completed a pre-application, they will not be able to complete an online renewal. Contact DSCO to have the pre-application invalidated. Once the pre-application is invalidated the customer can proceed with their online application.

## Part-Time Remote Tester Opportunity

We are looking for deputy registrars to participate in remote testing of MNDRIVE. The testers would work with the MNDRIVE testing team on a part-time basis. DVS will reimburse participants' time once a contract is negotiated.

If you are interested, please email Tony Anderson at [anthony.j.anderson@state.mn.us](mailto:anthony.j.anderson@state.mn.us)

## MNDRIVE Update

*Submitted by Jared O'Reilly, Conversion Team SME*

The conversion team continues to convert and analyze MNLARS data. Our primary focus includes working on reducing data redundancies, missing or incomplete data, and making sure the data is useable and accurate. We continue to convert MNLARS data in weekly mock-ups in our staging environment to verify everything converts correctly. Some things we have been working on recently is Tier II MNLARS data, trans-lookup from mainframe, and legacy special plate search.

- **Tier II MNLARS data** Unlike Tier I data where we focus only on the current owner and current registration; Tier II data focuses on previous owners and previous registrations. FAST has developed a data viewer where all this data will be accessible. It will include previous titled owners and their addresses, previous registration histories, and all images from MNLARS and some from mainframe. In some cases, the registration history will have the name of the office in which the stickers and plates were purchased.
- **Trans-lookup from mainframe** FAST has recently developed a search function for historical mainframe data. It will be accessible through MNDRIVE's search manager under legacy. You will be able to view all the data that was in mainframe trans-lookup without having to log into a separate system.

**Legacy special plate search** FAST has also recently developed a search function for personalized plates. This will also be accessible through MNDRIVE's search manager under legacy. This search function will allow you to search for personalized plates that are currently in-use and for ones that are no longer in use.

You can search either for an exact or like match in the search parameters. If you get multiple results, you can use the filter function.

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June 30, 2020

## What's New in This Update

- July Training Save the Date
- End of Fiscal Year 2020 Reminder
- State Depository Reminder
- MNDRIVE Update
- COVID-19 Resources

## Today's News

### July Training Save the Date

Mark your calendars for July training opportunities. The Webex training sessions provide valuable information that helps ensure all staff are accurately following DVS processes.

We'll provide links to the sessions once they are finalized. We look forward to seeing you at one of the eight July training sessions:

#### Schedule

Tuesday, July 21

- 7:00-8:15 am
- 8:30-9:45 am
- 10:00-11:15am
- 1:30-2:45 pm

Wednesday, July 22

- 10:00-11:15 am
- 1:30-2:45 pm
- 3:00-4:15 pm
- 5:00-6:15 pm

#### Topics

## Motor Vehicle Segment

- New to Fleet Applications with Out of Country Title. Interactive Review of required paperwork.
- Recreate Purged Record Form. Introduction of new form sent to Liaisons.
- Class 41 Y Trucks & Empty Weight. Demo on how to fix incorrect empty weight.

## Driver Services Segment

- Medical Waiver process for CDL. Viewer's Choice review.
- Interactive review of acceptable types for proof of citizenship and proof of name change for an EDL/EID.

## End of Fiscal Year Reminder

Today is the last day of the fiscal year. Please make sure all information is entered properly on the correct MNLARS record before hitting the submit button as you complete your transactions. Any error could cause report problems that DVS may not be able to correct before the end of the fiscal year. More information about the end of the fiscal year and your MNLARS reports is available below.

## Depository Reminder

*The following information appeared in a special June 25, update.*

The Minnesota Management and Budget (MMB) state depository bidding process is complete. Many offices will have a new depository effective July 1.

- DVS will notify each office affected. A list is also available on [Info Hub](#). *(This was completed last week.)*
- MMB did not receive bids for two locations. They are working to resolve the issue and we will keep you informed of any changes.
- MMB is distributing new deposit slips and endorsement stamps to the offices whose banks have changed.
  - If a city had a deputy registrar, exam station and/or a DL Agent only office, MMB inadvertently sent all materials to the deputy registrar office. We are working on a plan to retrieve and redistribute those materials to the correct locations. In the meantime, if you receive materials for another office, please keep them in a safe place until DVS contacts you.
- New depository contracts are effective July 1, 2020 through June 30, 2025.
- Funds collected on June 30 should be stamped with the new bank information and the money should not be deposited until July 1, using the new bank account.

## MNDRIVE Update

*Submitted by Lisa Melson*

The Financials Team continues to verify and clarify the fees MNDRIVE will assess when it goes live in November. The following fee calculations are effective with the MNDRIVE rollout.

- **Replacement dealer and single tax exempt plate fees.** Recent legislation clarified that a \$5.25 plate fee is due when issuing replacement dealer plates and single tax exempt plates. The statute is effective with the MNDRIVE rollout, or Jan 1, 2021, whichever is earlier.
- **Registration technology and electric vehicle surcharges.** The team clarified that the registration technology surcharge and electric vehicle surcharge are due once per registration year instead of once per registration event. This applies to all renewals, including partial payments and quarterly registration.
- **Filing Fee.** A filing fee is due with each registration year purchased or registration event, regardless of vehicle type. For example:
  - Passenger vehicles renewed for multiple registration years will owe a filing fee for each registration year.
  - Partial pay registrations will be charged one filing fee for each installment payment.
  - Quarterly registration transactions will owe a filing fee for each quarter renewed in the transaction.
- **Electric vehicle surcharge calculations.** If the registration tax plus the surcharge is greater than the amount paid in the previous registration period MNDRIVE will subtract the difference from the surcharge. Currently the difference is subtracted from the registration tax.
- **Registration reinstatement fee.** MNDRIVE will suspend vehicle registration when the seller files a report of sale and the new owner fails to submit the title transfer within 30 days. MNDRIVE will assess a \$10 registration reinstatement fee when the new owner submits the title transfer.

## COVID-19 Resources

We hope you find the following links to COVID-19 resources helpful as you consider signage and messaging for your office.

- <https://www.health.state.mn.us/diseases/coronavirus/materials/slowthespread.pdf>
- <https://www.cdc.gov/coronavirus/2019-ncov/downloads/cloth-face-covering-building-entrance.pdf>
- <https://www.cdc.gov/coronavirus/2019-ncov/downloads/fs-Important-information-cloth-face-covering.pdf>
- <https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19-social-distancing-cloth-face-coverings.pdf>

[https://www.cdc.gov/coronavirus/2019-ncov/downloads/316129-B-StayHomeFromWork\\_Poster.pdf](https://www.cdc.gov/coronavirus/2019-ncov/downloads/316129-B-StayHomeFromWork_Poster.pdf)

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June 23, 2020

## What's New in This Update

- End of Fiscal Year
- AAMVA System Maintenance
- REAL ID Acceptable document
- Curbside – Motor Vehicle Services
- Tech Surcharge Reminder
- MNDRIVE update

## Today's News

### END OF FISCAL YEAR 2020

Please make sure all information is entered properly on the correct record before hitting the submit button as you complete your transactions. Any error could cause report problems that DVS may not be able correct before the end of the fiscal year. DVS may have you close your report and you will need to apply for refunds for any outstanding issues.

Please review all of your current open reports.

1. Determine why any report remains open.
  1. The report can be closed if you are waiting for an error correction and you have confirmed the correction is complete.
  2. The report should remain open if the error is not corrected. Please continue to check the error daily.
2. All reports must be closed by July 1 or transactions that occur on June 30 or earlier.
3. The deposit for work that occurs on June 30 must be made on July 1.
4. DO NOT close out your July 1 daily report until July 2.

Please send an email to [James.Forsell@state.mn.us](mailto:James.Forsell@state.mn.us) if you have open reports. In the subject line of the email type: "Fiscal Year End". The body of the email should include your deputy number and the date(s) of any open report(s). DVS will provide instructions on how to close any open reports.

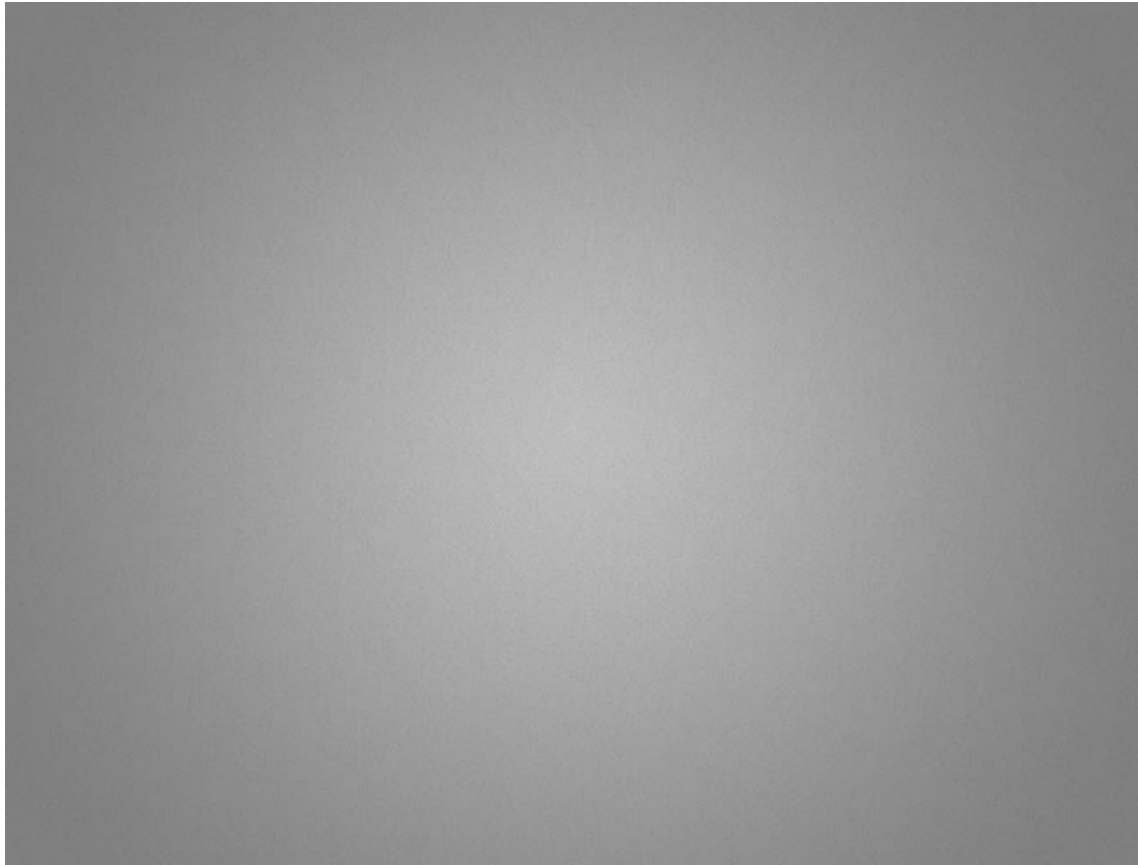
## AAMVA System Maintenance

AAMVA will conduct system maintenance on Sunday, June 28, from 1 to 10 a.m. The maintenance will affect the following applications in the production environment:

- CDLIS/S2S
- NMVTIS Online
- VLS
- USPVS
- DLDV
- SSOLV
- HAVV
- SSR
- BPEVR

## Couples fishing licenses:

Recent legislative change allows a valid game or fishing to be acceptable proof of residence on a REAL ID application. This does not apply to standard or EDL/EID applications. Couples who obtain a Minnesota DNR license will have a combination license with both parties listed on the same license. One spouse will be listed at the top while the other spouse is listed on the lower portion of the same license. These are acceptable proof of residence for REAL ID as long as the address listed on the top portion is the same as on the application.



## Phone, Email, Microsoft Teams, Skype Service

The process for completing **motor vehicle** transactions by phone, email, Microsoft Teams or Skype for curbside pickup or mail service is available on [Info Hub](#) under the resources tab. Select COVID-19 from menu.

1. Determine which transaction(s) the customer would like to complete:
  - Renew registration
  - Apply for duplicate stickers
  - Apply for duplicate plates
  - Apply for a duplicate registration card
  - Report a sale/report a vehicle held for resale
  - Transfer specialty plates
  - Vehicle inquiry
    - How much their tabs are, is the vehicle still in their name, has their title been mailed out, has their registration been updated yet, etc.
  
1. Look up their record by:
  - VIN number



- Plate number
  - Driver's license number
  - Name and date of birth
  - Business name
1. Have the customer verify the vehicle information and address on file.
    1. If the customer is unable to confirm at least 3 or more items from section 2 they will not be able to complete their transaction(s) without coming in to an office.
    2. If the customer is able to confirm at least 3 or more items from section 2 proceed with the transaction(s).
  2. Determine whether or not the customer wants to do curbside pickup or if they want their order sent by mail.
    1. If the customer prefers curbside pickup they will need to present their identification. If a customer opts for curbside pickup they will be able to update their address on file if it is incorrect.
      1. Third-party pickup is available but a third-party request form or the bottom half of the renewal notice is required at time of pickup.
    2. If the customer decides to have their transaction(s) mailed they will not be able to change the address on file.
  3. Fill out the necessary document(s).
    1. If the customer is renewing registration you can just print the new registration card and no additional documents are required.
    2. If the customer is conducting any other transaction, you will need to fill out the appropriate DVS forms. In place of the signature capture the driver's license number and the phone number of the customer.
      1. PS2067A/B for registration cards, duplicate stickers, or duplicate plates.
      2. PS2010 for transfer of specialty plates or duplicate specialty plates.
      3. An access log is required for all other inquiries where a transaction didn't take place. This is required for audit purposes.
  4. Complete payment before submitting the transaction.
    1. For curbside pickup you can accept all forms of payment.
      1. For cash and check payments pend the cart until the customer arrives and payment is received. It is recommend that customers paying by check have the check filled out in advance.
      2. For credit card payments; accept the payment in person, over the Phone, on Microsoft Teams, or Skype and then check out the cart.
        1. If any card information is written down you must shred it immediately after the transaction is finalized.
    2. For mailed transactions, only credit card payments should be accepted.

*DVS shared the following information with deputy registrars in a special notice on Jan. 10 and in the Jan. 14 weekly update.*

Only the title technology surcharge is due when a registration renewal is part of a title transfer transaction. Collect the title technology surcharge. Do not collect the registration technology surcharge.

1. Complete the transfer application as normal.
2. Locate the \$2.25 Vehicle Registration Tech Surcharge in the transaction cart. Click the X to waive the fee.
3. Click OK - you do not need to enter a reason for the fee removal.

## MNDRIVE update by Nicole Duda, Subject Matter Expert, Dealers and Inventory

Dealer and inventory teams are:

- Revising letters sent by the dealer uUnit for issues with license compliance.
- Additional requests were added and developed for dealer e-services.
- MADA held a conference with dealers on Thursday (June 18) to demonstrate e-services information to the dealers.
  
- Work continues with MINNCOR to have smoother inventory ordering process as well as working toward having ship dates of orders both for inventory and customer orders.

Working toward statute compliance with MINNCOR for plate types that should be available as personalized.

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June 16, 2020

### What's New in This Update

- Proof of U.S. Citizenship – U.S. Passports
- Update: EDL/EID Proof of Name Change
- MNDRIVE Update
- Reminder: Office Information

**Today's News**

## Proof of US Citizenship – U.S. Passports



The U.S. blue travel passport is what is commonly provided as proof of U.S. citizenship. Less common is the black U.S. diplomatic passport and the maroon U.S. official passport. You may accept these as proof of U.S. citizenship provided they **do not** have an endorsement that says the person is a U.S. national. U.S. nationals may have a U.S. passport but are not necessarily U.S. citizens.

### Update: EDL/EID Proof of Name Change

A valid, unexpired U.S. passport that matches the name on the application and other required documents is acceptable as proof of U. S. citizenship even if the applicant lists different previous names on the EDL/EID questionnaire.

If the applicant provides something other than a U.S. passport as proof of U.S. citizenship, all names, including those listed on the questionnaire, must match or proof of name changes is required.

Remind EDL/EID applicants that names listed on the questionnaire should only be legal names. They should not list nicknames or aliases.

### MNDRIVE Update

*Submitted by Colton Seisler, subject matter expert.*

Below are a few things the Title and Registration team has been working on for the MNDRIVE project.

- **Salvage Title Registration Requirements:** Our team is identifying all the scenarios for renewing or adding registration to a salvage vehicle. Development has been built in regards to when a customer can or cannot renew and when the title needs to be submitted upon renewing a salvage vehicle. We have also been working on the salvage deficiency process.

- **Vehicle Use Type Changes:** Our team has been working through scenarios for changing a vehicle's use type, formerly known as a change of class. Some use type changes result in a registration period change and some do not. DVS business is working on documenting all of the rules regarding vehicle use type changes. Once business rules are established development will be underway.
- **Affix a Manufactured Home to Real Property:** Deputy registrars will be allowed to process transactions to affix a manufactured home to real property in MNDRIVE. These transactions are currently processed exclusively by DVS. Our team is currently building a process to send the title cancelation letter to the property owner as well as a separate individual/entity who is designated by the owner to record the letter with the county in which the property is located.

## Reminder: Office Information

Please review your office information on our [website](#). If there is nothing listed for your office under services, we have not heard from your office. Send an email to [jennifer.gagner@state.mn.us](mailto:jennifer.gagner@state.mn.us) with your hours and days of operation. Also include information about how your office is conducting business; if you're conducting transactions by appointment only, if you offer drop box or curbside service, etc. We update the web information as quickly as possible with the most accurate information.

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June 9, 2020

### What's New in This Update

- Clarification Disability Plate application
- Peacetime Emergency Clarification
- Document Mail and Prep
- MNDRIVE Update
- June Training Opportunity

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## Today's News

### Today's News

**Clarification: in the June 2 update we incorrectly indicated disability documents should be submitted to special plate unit. Only disability plate applications should be submitted to the special plate unit. All other disability paperwork should be submitted as previously instructed.**

## Special Plates

The processing time for special plate is longer than usual. Deputy registrars can fax or email copies of applications directly to the special plate unit to improve processing time for their customers. These special plates applications include personalized, gold star, amateur radio and disability plates.

- By fax: 651-296-1673 
- By email: [dvs.specialplates@state.mn.us](mailto:dvs.specialplates@state.mn.us)

You will still need to complete the transaction in MNLARS. Barcode the transaction and submit it with your daily transactions.

## Extension of Driver's License Expiration

Some offices have asked for clarification about the extension of expiration dates during the peacetime emergency.

- **Who is affected:** Anyone who has a driver's license, permit, or disability parking certificate that expires from March 12 through July 31.
- **Extension period:** Affected individuals will have their expiration dates automatically changed to August 31. You may not see the extension on credentials expiring in July because FastDS is making monthly updates.
- **Possible changes:** The peacetime emergency is set to expire on June 12. The expiration date for affected credentials will be updated if Gov. Walz extends the emergency order.

Other driver's license information.

- Gov. Walz signed a bill into law May 27 waiving the photo and vision-screening requirement for Minnesotans renewing or replacing their standard driver's license or identification card. This only applies when there is no change to the applicant's name, address, signature or card number. The online application went live to the public on June 3.
- DVS is directing customers who want to renew or replace a license to their local deputy registrar/driver's license agent office or, to the online application.
- 

## Document and Mail Prep

We updated the document prep and mail prep job aids and the document management guide in Info Hub so the information is consistent. You will find these documents on the [training resource page](#). Thank you to all who caught and reported the discrepancies.,

Here are the revisions made to the document prep job aid. (revised or additional bullets bold and italics).

**Do NOT barcode OR send these documents or items to DVS:**

- Receipts for proof of sales tax paid
- Copies of MNLARS permits
- ***Renewal notices or Application for Duplicate Plate and/or Stickers (PS2067B) for inventory issued from office inventory*** (Special Plates unit needs to be able to review 2067B's for plates ordered from MINNCOR)

- Insurance cards or policies
  - Bank or lending institution correspondence (unless they contain a notarized lien release).
  - Full bank contracts for a lien
  - Multiple price guide quotes – only 1 is needed
  - DVS instruction or fee chart pages
  - Customer correspondence that does not contain pertinent vehicle information
  - Receipts for minor components for repairs/salvage, oil changes, spark plugs, etc.
  - Registration renewal documents without class or weight change.
- **Bank Deposit Slips**
  - **Printed Closeout Reports**
  - **Defective/Missing/Returned Stickers/Plates forms (PS2842), plates, stickers or title stock**
  - **60 Day Permit Reconciliations**
  - **PS2010's for plates issued at your office**
  - **Cash**
  - **Photocopies of docs already scanned in**
  - **MN Driver License**
  - **MNLARS Summary Receipts when a PS2000 is submitted** (clarified this one. Liaisons require a summary receipt when a MNLARS app is printed as it does not display fees)

## MNDRIVE Update by Rayah Barton, IT Business Analyst

- The business testing effort officially started on May 4,. There have now been ten weeks of business testing due to the COVID-19 crisis and the deputy registrar resources were made available to start testing. Business testing is the phase of the project when the system is ready for real business users to verify that the configuration supports the business activities they perform.
- As of June 3 there were 1,469 test scenarios completed.
- Fifteen testers from both deputy registrar offices and DVS are currently performing business testing with several more to be available in June.
- Additional explore sessions for e-services data purchasers and BCA were held since the end of March. This allowed business users to view the system and provide feedback.

- MNDRIVE project trainers have been performing informal testing as a part of their curriculum preparation. The project SMEs continue to do informal testing as well.

## Deputy Registrar June Webinar Training

You are invited to attend the Time with DVS Training for June. Join Todd, Brian, & Celia in a review of DVS processes. Although the sessions are not required, attendance is strongly encouraged. The training provides valuable information that helps ensure all staff are following DVS processes accurately.

### Difficulty joining a session

Individuals continue to experience difficulty joining sessions because of Cisco errors. After clicking one of the links, you may receive an error in the WebEx portal that the meeting had ended or been cancelled. We apologize for this issue with Cisco. If you click the link and receive the message that the meeting has ended or been cancelled, complete the following steps:

1. Close your internet browser.
2. Reopen your internet browser.
3. Do not click the link. Instead:
4. **Right-click** and **Copy** the link for the session you wish to join.
5. **Right-click** and **Paste** the link into your web browser's address bar and press **Enter**.
6. Continue joining the meeting normally.
7. You may need to repeat this process 2-3 times.

If you are still unable to connect, email [mnlar.training@state.mn.us](mailto:mnlar.training@state.mn.us) for a direct invitation. The training team connects 15 minutes prior to the start time, so you are encouraged to try to join a webinar 5-10 minutes before the start time in case you have difficulty connecting.

## Review Topics

Eight identical sessions will cover the following information:

### Motor Vehicle Segment

- **Disability Plate Applications.** Reminders and examples
- **Back-ins, Prorated Reg. for Dealer Sales and Recreated Purged.** Ensuring start/expiration month and year are correct.
- **Special Plate Applications.** Barcode/attach reinstated regular plate apps coming off of impound.
- **Data Entry Tickets.** Ensure you are selecting accurate categories.



## General Segment

- **Getting to Know Data Services.** Reviewing what duties the unit can and cannot complete.

## MNDRIVE Segment

- Enter and clear a Dealer Conditional demo.

## Web Ex Schedule

Tuesday, June 16

Password: TrainJune

- 7:00 – 8:00 a.m. [http://bit.ly/DRJune\\_1](http://bit.ly/DRJune_1)
- 8:30 – 9:30 a.m. [http://bit.ly/DRJune\\_2](http://bit.ly/DRJune_2)
- 10:00 - 11:00 a.m. [http://bit.ly/DRJune\\_3](http://bit.ly/DRJune_3)
- 1:30 – 2:30 p.m. [http://bit.ly/DRJune\\_4](http://bit.ly/DRJune_4)

Wednesday, June 17

Password: TrainJune

- 10:00 - 11:00 a.m. [http://bit.ly/DRJune\\_5](http://bit.ly/DRJune_5)
- 1:30 – 2:30 p.m. [http://bit.ly/DRJune\\_6](http://bit.ly/DRJune_6)
- 3:00 – 4:00 p.m. [http://bit.ly/DRJune\\_7](http://bit.ly/DRJune_7)
- 5:00 – 6:00 p.m. [http://bit.ly/DRJune\\_8](http://bit.ly/DRJune_8)


## Using WebEx

The format for the online training is WebEx. It is important that you enable the audio function to get the full benefit of the training.

## Technical Assistance:

- [Instructions for Joining WebEx](#)
- If you have trouble connecting, email [todd.oseby@state.mn.us](mailto:todd.oseby@state.mn.us)

## Accommodations

If you need an accommodation due to a disability that affects your access to this training, please contact the Department of Safety's ADA Coordinator (Lynn Mueller) at 651-201-7173  or at [lynn.mueller@state.mn.us](mailto:lynn.mueller@state.mn.us) to request an accommodation. For all other questions or concerns, contact MNLARS Training at [MNLARS.Training@state.mn.us](mailto:MNLARS.Training@state.mn.us)

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## Previous News

### Vision Screening and Photo Waiver

Starting today, you are not required to conduct a vision screening or take a photo for certain standard driver's license and identification card transactions. You may take a new photo and/or conduct a vision screening if the customer requests one.

#### What you need to know:

- Walz signed a bill into law on May 27, that waives the photo and vision screening requirement for renewing or replacing a **standard** driver's license or identification card.
- This only applies when there is **no change** to the applicant's name, address, signature, or card number, and when the application is submitted on or before June 30, 2021.
- Applications require a live or electronic signature and Tennessee warning. Deputy registrars/driver's license agents may not accept applications over the phone.


The customer must take a new photo and have their vision screened on their next renewal.

### DVS Town Square Services

**Please do not direct customers to DVS in Town Square for motor vehicle title and registration services.** DVS has not provided these services at Town Square for many years. We've accommodated customers who were directed to us in the past; however, we are not able to do so now with many staff working from home.

## Special Plates

It is taking longer to process applications for special plates as the scanning unit works to clear a backlog of documents. To improve customer service, deputy registrars may fax or email copies of applications for Personalized, Gold Star, Amateur Radio and disability plate applications directly to the special plate unit.

- By fax: 651-296-1673 
- By email: [dvs.specialplates@state.mn.us](mailto:dvs.specialplates@state.mn.us)

You will still need to complete the transaction in MNLARS, barcode and submit with your daily transactions.

## Partial Pay/Technology Surcharge

The \$2.25 registration technology surcharge is due with every partial payment installment.

## Scanning Reminder

Do not barcode or send the following documents to DVS:

- Receipts for proof of sales tax paid.
  - Copies of MNLARS permits.
  - Application for duplicate plates and/or stickers (PS2067B).
  - Insurance cards or policies.
  - Bank or lending institution correspondence (unless they contain a notarized lien release).
  - Full bank contracts for a lien.
  - Multiple price guide quotes – only one is required.
  - DVS form instruction pages or fee charts.
  - Customer correspondence that does not contain pertinent vehicle information.
  - Receipts for minor components for repairs, oil changes, spark plugs, etc.
  - Registration renewal documents without class or weight change.
  - Registration renewal or replacement forms for special plates that are in deputy inventory.
- 
- MNLARS transaction summary pages.
  - Refer to the [document prep job aid](#) for more information.
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## June 3, 2020 – Special Update

### Mailing Tabs to Customers

Some deputy registrars are using the yellow envelope included in the renewal notice to mail tabs to their customers.

Those envelopes are barcoded to come directly to DVS in St. Paul. They will not go to your customer. When the envelope arrives in St. Paul it is kicked out of automated processing and DVS staff must process manually and re-mail the tabs to the customer. This delays the tabs reaching your customer.

Please do not use the yellow, return envelope to send tabs to your customers.

## Apply for Driver's License/ID Online

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Fast DS implemented the online application that allows Minnesotans to renew or replace a standard driver's license or ID card. The service is available by selecting **Apply for a Driver's License or State ID** and following the prompts at [drive.mn.gov](https://drive.mn.gov).

Customers who want to change their name or address, their signature or driver's license number cannot use the online application. Customers with those changes or who want to upgrade to a REAL ID or EDL must visit an office.

Card holders will not be required to have a vision screening and new photo taken until the next time they renew or upgrade their license.

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June 2, 2020

### What's New in This Update

- Vision Screening/Photo Waiver
- DVS Town Square Services
- Special Plates
- Partial Pay/Technology Surcharge
- Scanning Reminders

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## Today's News

### Vision Screening and Photo Waiver

Starting today, you are not required to conduct a vision screening or take a photo for certain standard driver's license and identification card transactions. You may take a new photo and/or conduct a vision screening if the customer requests one.

### What you need to know:

- Walz signed a bill into law on May 27, that waives the photo and vision screening requirement for renewing or replacing a **standard** driver's license or identification card.
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- Applications require a live or electronic signature and Tennessee warning. Deputy registrars/driver's license agents may not accept applications over the phone.


The customer must take a new photo and have their vision screened on their next renewal.

## DVS Town Square Services

**Please do not direct customers to DVS in Town Square for motor vehicle title and registration services.** DVS has not provided these services at Town Square for many years. We've accommodated customers who were directed to us in the past; however, we are not able to do so now with many staff working from home.

## Special Plates

It is taking longer to process applications for special plates as the scanning unit works to clear a backlog of documents. To improve customer service, deputy registrars may fax or email copies of applications for Personalized, Gold Star, Amateur Radio and disability documents directly to the special plate unit.

- By fax: 651-296-1673 
- By email: [dvs.specialplates@state.mn.us](mailto:dvs.specialplates@state.mn.us)

You will still need to complete the transaction in MNLARS, barcode and submit with your daily transactions.

## Partial Pay/Technology Surcharge

The \$2.25 registration technology surcharge is due with every partial payment installment.

## Scanning Reminder

Do not barcode or send the following documents to DVS:

- Receipts for proof of sales tax paid.

- Copies of MNLARS permits.
- Application for duplicate plates and/or stickers (PS2067B).
- Insurance cards or policies.
- Bank or lending institution correspondence (unless they contain a notarized lien release).
- Full bank contracts for a lien.
- Multiple price guide quotes – only one is required.
- DVS form instruction pages or fee charts.
- Customer correspondence that does not contain pertinent vehicle information.
- Receipts for minor components for repairs, oil changes, spark plugs, etc.
- Registration renewal documents without class or weight change.
- Registration renewal or replacement forms for special plates that are in deputy inventory.
- MNLARS transaction summary pages.

Refer to the [document prep job aid](#) for more information.

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## Previous News

### Serving Minnesota

There has been a lot of information shared with you in recent weeks. We'd like to provide some clarification based on questions we've received. If you have questions, please reach out to DSCO or the motor vehicle liaisons for support.

### Preparedness Plans

Gov. Walz' order for reopening to the public requires businesses to have a preparedness plan in place. Please submit your plan to the motor vehicle liaisons or to DSCO if you have not already done so.

DVS will not be sending out approval notices for your plans. We only need to confirm that you have one in place. DVS also developed a detailed preparedness plan, as per the governor's order. It is available on [Info Hub under Resources – COVID-19](#).

If you have submitted a preparedness plan to DVS, you are allowed to open for business. If we have not received a preparedness plan from your office, we will send you an email reminder.

## Days/Hours of Operation

We understand you may not be able to resume your regular office hours. We are waiving the need for a formal variance request if you reduce your hours of operations.

However, it is very important that you notify us of your hours, days of operation, and types of services you are open for so we can provide the correct information to the public and on the DVS website.

Please review the information on the [DVS website](#) periodically and email any changes to [Jennifer.gagner@state.mn.us](mailto:Jennifer.gagner@state.mn.us)

## Services

The COVID-19 response requires we change and adjust our work processes to meet the demands of our customers while providing for their health and safety and the safety of our staff.

Offices should:

- Provide equitable service if offering both driver's license and motor vehicle services.
- Serve all Minnesotans regardless of their city or county of residence.

We support your efforts if you choose to:

- Limit the number of people allowed in your office at one time.
- Require customers to wear facemasks.
- Require appointments for transaction services.
- Have shorter hours or days of operation.
- Continue to use drop-off, mail, curbside, or email as alternatives or in addition to over-the-counter services.

## Rescheduling Road Tests and Vehicle Inspections

DVS started notifying customers about rescheduling road tests or vehicle inspections canceled due to COVID-19. The first notices went to individuals who had appointments cancelled in March. Subsequent rounds of notification will include customers whose appointments were cancelled in April and May.

Online scheduling is available to customers who had their road test appointments canceled at [drive.mn.gov](https://drive.mn.gov). We expect to open online scheduling to other customers on June 8.

Customers who need to reschedule a vehicle inspection should contact the Public Information Center

(PIC) and provide the confirmation code included in their rescheduling notice. Scheduling opportunities will open to the public on June 8. Vehicle inspections will only be available at these locations, St. Paul, St. Cloud, and Long Prairie.

## Services Available at Exam Stations

Please do not refer customers to DVS exam stations for application services. Exam stations are focusing on providing road tests and only the applications associated with them, driver evaluation services and knowledge testing. All road tests are by appointment only. You may direct customers to the [locations page](#) on the DVS website for exam station information.

## Vision Screening

Specialists from the Minnesota Department of Labor and Industry informed DVS that the vision test machine can be used safely by customers and staff.

There is no additional risk to employees for cleaning the vision machine between customers.

Instructions:

- Clean vision test machines after each use.
- Cleaning solution must be at least 70 percent alcohol.
- All components of the machine should be wiped down thoroughly.
- Allow the cleaner to dry naturally.

Single use headrest tissues are available for [order](#). These tissues do not eliminate the need for the machine to be cleaned between customers. Headrest tissues are not a requirement, but are available as an option to keep your customers safe.

## Reminder: Conditional Registration

Select **Title issued in another State/Jurisdiction** from the proof of ownership drop-down list when a customer provides an out-of-state registration as proof of ownership. Refer to the [Conditional Registration](#) job aid for complete instructions.

You may also want to review the [Clearing Conditional Registration](#) job aid.

## MNDRIVE Update

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Provided by Gaye Smith, Lisa Melson and Dan Stluka.

Registration tax for vehicles registered in Minnesota calculation is changing.

Changes will be implemented with the rollout of MNDRIVE in November. Vehicles registered prior to the rollout will pay registration tax based on the current system. Vehicles registered after November 16 will



pay registration tax based on the [new legislation language](#) (when you click on link, click on more info in yellow bar at top of page) that was passed this 2020 legislative session.

MNDRIVE training will cover the details spanning the many different situations regarding the two different registration tax calculations (i.e., new vehicles, currently registered vehicles, out-and-back in type vehicles, purged vehicles, etc.). The existing tax manual will no longer be applicable for new passenger type vehicles after November 16, 2020. MNDRIVE will be developing an online registration calculator/estimator to allow accurate registration tax calculations for online customers (i.e., the public, out-of-state dealers, etc.).

Please watch for more information on this as we move forward with MNDRIVE training.

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May 26, 2020

## What's New in This Update

- Serving Minnesota
- Office Information
- Expiration Extension Clarification
- DVS Training Reminder
- MNDRIVE Update

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## Today's News

### Serving Minnesota

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Please watch for more information on this as we move forward with MNDRIVE training.

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## Previous News

### Serving Minnesota

As a deputy registrar and driver's license agent, you and DVS are helping to provide critical services to Minnesotans during a challenging time. And this has required us to change and adjust our work processes to meet the demands of our customers while considering their health and safety and that of our staff.

While we adjust, we must continue to offer driver's license and motor vehicle services in an equitable manner. For example, providing full time motor vehicle service but only setting aside one or two hours a day for driver's license applications is not fully serving our communities with what customers need to legally own and operate a vehicle in Minnesota.

If you have questions about office operations, please reach out to DSCO or the motor vehicle liaisons.

## Office Information

Please take a few minutes to review your office information listed on the [DVS website](#) for accuracy.

It is important that you let us know the following:

- Are you accepting transactions by appointment only? If so, what types of transactions?
- Is your lobby still closed and are you only offering drop box or curbside service?
- Have your hours or days of operation changed?

Please email any changes to [Jenn Gagner](#) so we can update the office location information on the DVS website.

## Expiration Extension Clarification.

Gov. Walz signed a bill into law March 28, that provides an extension for Minnesotans whose driver's license, permit, ID card, or disability parking certificate expire during the peacetime emergency. The peacetime emergency is currently in effect until June 12.

The law extends the expiration date for any valid driver's license, instruction permit (including commercial learner's permits), provisional license, operator's permit, limited license, farm work license, and disability parking certificate that would expire during the peacetime emergency or the month in which the peacetime emergency ends. The expiration dates for these licenses are extended for two months after the month the peacetime emergency ends.

## MNDRIVE Update

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*Submitted by Joe Heider, Dealer and Inventory Team*

We will soon have additional plate images added to MNDRIVE. These images will be displayed during a service transaction to help users verify the plate selected in the system matches the plate being handed to the customer. We are also working with MINNCOR to provide a fulfillment date on plates ordered on demand.

FAST developers are working with MINNCOR to allow deputy registrars to "receive" inventory rather than having to enter/scan each inventory item sent by MINNCOR. It will save time when receiving an inventory shipment. After an office puts in an inventory request, it will go through Lori Pearson from DVS and then to MINNCOR. Once MINNCOR has fulfilled the order, a file will be sent and the inventory will show up at that office location. The office will only need to mark the inventory as received.

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May 19, 2020

## What's New in This Update

- Serving Minnesota

- Office Information
  - Expiration Extension Clarification
  - DVS Training Reminder
  - MNDRIVE Update
- 

## Today's News

### Serving Minnesota

As a deputy registrar and driver's license agent, you and DVS are helping to provide critical services to Minnesotans during a challenging time. And this has required us to change and adjust our work processes to meet the demands of our customers while considering their health and safety and that of our staff.

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- Is your lobby still closed and are you only offering drop box or curbside service?
- Have your hours or days of operation changed?

Please email any changes to [Jenn Gagner](#) so we can update the office location information on the DVS website.

### Training Reminder

There are training sessions today, May 19, and Thursday, May 21. See complete training information in the Previous News section of this update.

## Expiration Extension Clarification.

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## Previous News

### Disability Certificate Renewal Notices

Renewal notices were mailed in error to customers whose disability certificate expires in May. Disability certificates were included in legislation signed by Governor Walz in March that extended the expiration of driver's license and permits to two months after the month in which the peacetime emergency ends. Customers may disregard the renewal notice.

## Credit Card by Phone

Credit card data can be collected from citizens on the phone.

MNIT PCI (Payment card industry) Team recommends credit card numbers obtained over the phone can be entered directly into the system and no paper records need to be stored. If credit card authentication data is collected during a phone order (also applicable to mail order) ensure that all such data is not stored, which is strictly prohibited.

If interactive voice response (IVR) or call center recording systems are in place a credit card authentication code should not be stored in the call recordings on the IVR system. If the primary account number (PAN) is stored in a call recording, the system must be assessed for compliance to payment card industry data security standard (PCI DSS).

If credit card data is written down as part of the business process and then entered into the system, the written data should be securely destroyed (crosscut / incinerate) immediately after use.

## Administrative Impound Plates

Deputy registrars are able to issue administrative impound plates. You should not turn customers away who are in need of these plates.

If your office is unable to issue the plates, you have the option to push the order to MINNCOR as you for a special plate not stocked in your office. MINNCOR will mail the plates to the customer.

Important: Until further notice, you do not need to verify the qualified driver information.

For more information, refer to the [Issue Impound Plates](#) job aid.

## Title Fast Track

The title fast track unit is processing requests for expedited titles as they arrive. Please reserve this service only for customers who need the service. please do not direct customers to the DVS Town Square office. The Fast Track drop box is closed at the DVS main office.

## MNDRIVE update

*By Jacqueline Belko MNDRIVE-SME Title & Registration*

The title and registration team continues making headway on development for the MNDRIVE project.



Below are a few items we are currently working on and that have been developed in MNDRIVE.

## Affixing and Unaffixing Manufactured Homes

We are currently working on the affixing and unaffixing manufactured home process. A deputy registrar will be able to start a transaction to affix a manufactured home for a customer, which will then create a title review case. Un-affixing the transaction should only be done by mail registration (as normal).

## Out-of-State Registration Only

The title and registration team has finished development on out-of-state registration only transactions. Registration only will be issued and MNDRIVE will send a letter to the customer upon approval of the registration only case. The case will close and an indicator of "Title Held Out-Of-State" will be added in the title notifications tab.

## Underage owner restrictions

The team has recently completed development on the underage ownership restrictions. MNDRIVE will display the appropriate restriction options based upon the date of birth; the user will then choose the proper restriction for the customer.

## Status Checks

If a customer missed their status check and their Minnesota credential is expired they are required to pay for a duplicate card when they update the date on their status check documents.

Customers with status checks are ***included*** in the extension for the peacetime emergency. If a customer status check expired on or after March 13 until the end of the peacetime emergency, the customer's temporary stay is extended.

## Proof of Residency Real ID/ EDL

Cards that expire during the peacetime emergency will be acceptable to use as proof of residency to make application for a REAL ID or EDL. Customer's records have been updated to be valid through the end of the peacetime emergency.

## Time with DVS Training - May

Time with DVS Training continues in May. Join Todd, Brian and other members of DVS in a review of DVS processes. Although the sessions are not required, attendance is strongly encouraged. The training provides valuable information that helps ensure all staff are following DVS processes accurately.

**Please note the dates and times for the sessions. They have been adjusted this month.**

#### Difficulty joining a session

Individuals continue to experience difficulty joining sessions because of Cisco errors. After clicking one of the links, you may receive an error in the WebEx portal that the meeting had ended or been cancelled.

We apologize for this issue with Cisco. If you click the link and receive the message that the meeting has ended or been cancelled, complete the following steps:

1. Close your internet browser.
2. Reopen your internet browser.
3. **Right-click** and **Copy** the link for the session you wish to join.
4. **Paste** the link into your web browser's address bar and press Enter.
5. Continue joining the meeting normally.
6. You may need to repeat this process 2-3 times.

If you are still unable to connect, email [mnlars.training@state.mn.us](mailto:mnlars.training@state.mn.us) for a direct invitation. The training team connects 15 minutes prior to the start time, so you are encouraged to try to join a webinar 5-10 minutes before the start time.

#### **Review Topics**

Eight identical sessions will cover the following information:

##### Vehicle Services Segment

- **Insurance Information:** A review of requirements for entering insurance information and annotating it on paperwork.
- **Body Style:** A review of the importance of selecting an accurate body style when transferring titles or entering new to fleet vehicles.
- **Scan or Retain?** An interactive session in which we will review some documents and determine if they get barcoded, attached and sent to DVS or retained in the office.

##### Driver Services Segment:

- **Driver Service Documents.** An interactive review of proof documents such as birth certificates, social security cards and passports.

Web Ex Schedule

**Tuesday, May 19**      **Password: TrainMay (NOTE: This is a new password!)**

8:00 – 9:00 a.m.      [http://bit.ly/DRMay\\_1](http://bit.ly/DRMay_1)

9:30 – 10:30 a.m.      [http://bit.ly/DRMay\\_2](http://bit.ly/DRMay_2)

11:00 - 12:00 a.m.      [http://bit.ly/DRMay\\_3](http://bit.ly/DRMay_3)

1:30 – 2:30 p.m.      [http://bit.ly/DRMay\\_4](http://bit.ly/DRMay_4)

**Thursday, May 21**      **Password: TrainMay (NOTE: This is a new password!)**

8:00 – 9:00 a.m.      [http://bit.ly/DRMay\\_5](http://bit.ly/DRMay_5)

9:30 – 10:30 a.m.      [http://bit.ly/DRMay\\_6](http://bit.ly/DRMay_6)

11:00 - 12:00 a.m.      [http://bit.ly/DRMay\\_7](http://bit.ly/DRMay_7)

1:30 – 2:30 p.m.      [http://bit.ly/DRMay\\_8](http://bit.ly/DRMay_8)


**Using Webex**

The format for the online training is Webex. It is important that you enable the audio function to get the full benefit of the training.

**Technical Assistance:**

- [Instructions for Joining WebEx](#)
- If you have trouble connecting, email [todd.oseby@state.mn.us](mailto:todd.oseby@state.mn.us)

**Accommodations**

If you need an accommodation due to a disability that affects your access to this training, please contact the Department of Safety's ADA Coordinator (Lynn Mueller) at 651-201-7173  or at [lynn.mueller@sate.mn.us](mailto:lynn.mueller@sate.mn.us) to request an accommodation.

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For all other questions or concerns, contact MNLARS Training at [MNLARS.Training@state.mn.us](mailto:MNLARS.Training@state.mn.us)

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**May 15, 2020 DVS Special Update – Correction**

**The federal government extended the REAL ID deadline to Oct. 1, 2021.**

**It was listed incorrectly in this morning's update as 2020. We apologize for the error and any confusion this may have caused.**

**More information is available [here](#).**

## May 15, 2020 Special Update

### What's in This Update

- DVS Director's Message
  - End of Stay at Home Order
  - Preparation Plan
  - Asking for the Public's Help
  - 60-day Permits
  - DVS Operations
- 

### DVS Director's Message

The past several weeks have been challenging for us all. Working together, we have continued to provide critical services to Minnesotans. It is important that as we reopen, we let our staff and customers know we are committed to providing a safe and healthy environment for them. Please take time next week to evaluate what is working well, and share your experiences and concerns.

The key to how well we do will be our ability to remain flexible. This is new to all of us and I am sure we will have to make adjustments as the weeks move forward.

I want to thank you once again for all you do on behalf of Minnesota.

Stay safe.

Emma Corrie, DVS Director

### End of Stay at Home Order

Governor Walz announced the stay at home order will expire at 11:59 p.m. Sunday. He also extended the peacetime emergency through June 12.

#### **What you need to know:**

- Offices may open for over the counter and face-to-face services provided they have a COVID-19 preparedness plan in place. Deputy registrars and driver's license agents should email a copy of their plan to [dvs.liaisons@state.mn.us](mailto:dvs.liaisons@state.mn.us) or [DVS.DSCO.Issuing@state.mn.us](mailto:DVS.DSCO.Issuing@state.mn.us).

- Offices may continue to offer drop off, curbside, mail in services in addition to over the counter services.
  - Transactions that require verification of identity, authentication of documents and require a signature (all DL/ID applications) can't be done by drop box or mail but could continue to be done through curbside services.
- Offices that are closed are not required to open.
- Offices that wish to continue to offer limited services only (no face-to-face services) may continue to do so.
- Offices are not required to meet the 40 hour a week requirement in Minnesota Rules, Chapters 7404 and 7406. However, if your location is open less than 40 hours a week, please submit a variance request.
- Please email any changes to what is currently listed on the [office location page](#) (your hours or days of operation, or the type of service you are providing) to [Jenn Gagner](#) so we can update the office location information on the DVS website.

## Preparation Plan

We strongly recommend you follow CDC and MDH guidelines as you reopen to reduce the risk of exposure to your staff and customers to COVID-19.

Governor Walz asked that businesses planning to reopen establish and implement a COVID-19 preparedness plan. Please email your completed plan to [dvs.mv.liaisons@state.mn.us](mailto:dvs.mv.liaisons@state.mn.us) or [DVS.DSCO.Issuing@state.mn.us](mailto:DVS.DSCO.Issuing@state.mn.us) by the end of today, May 15.

Your plan should include:

- The ability to work from home whenever possible.
- Employees who are ill or show symptoms should stay home.
- Policies and procedures, including health screenings, to prevent sick employees from entering the workplace.
- Social distancing policies and procedures.
- Hygiene and source control policies for employees.
- Cleaning and disinfection protocols for your workplace.

You can find an optional COVID-19 preparedness plan template [online](#). The template includes helpful information for businesses and employees. You will also find information on [Info Hub](#) under the resources tab.

## Asking for the Public's Help

DVS is asking the public not to rush to an office if they don't need immediate services. We will use all of our communication channels to reach out to customers. We are reminding customers:

- The federal government extended the REAL ID deadline to Oct. 1, 2020. Please wait for early renewal to upgrade to a Minnesota REAL ID or enhanced driver's license or ID card.
- Many services are available online at [drive.mn.gov](https://drive.mn.gov)
- If their driver's license expired during the peacetime emergency, they have two months after the peacetime emergency ends to renew. The peacetime emergency is currently in effect until June 12.
- Completing the pre-application at [mn.gov](https://mn.gov) will reduce the time needed to complete a transaction in an office.

We will continue to update information on our [website](#) and on social media. Any suggestions you have about sharing information with the public is welcome. Please email suggestions to [beckey.mechtel@state.mn.us](mailto:beckey.mechtel@state.mn.us).

## 60-day Permits

DVS has a backlog of registration renewals that DHS could not process or were mailed directly to DVS. As a result, many customers are concerned about not receiving their tabs before their registration expires. The customer's check may or may not have been processed.

We are authorizing DVS staff and deputy registrars to issue a 60-day permit to customers who say they renewed their registration by mail but have not received their tabs. We expect to have the backlog cleared by the end of June.

## DVS Operations

DVS Town Square and 16 exam station locations will open for services on May 19. Some DVS staff will continue to telework.

We are following the CDC and MDH guidelines to implement social distancing and sanitizing strategies to stop the spread of COVID-19. These include:

- Wellness screenings for staff and customers.
- Signs and floor decals to help customers maintain the recommended six feet social distance.
- Plexiglas installed at counters to provide a barrier between customers and DVS staff.
- Personal protective equipment (face masks, face shields, gloves, etc.) for exam staff.
- Hand sanitizer and sanitizing wipes for staff and customers.

### **Town Square**

- The DVS Town Square office will be open for knowledge tests, driver's license applications, driver evaluation, driving and vehicle record services, dealer licensing and IRP/IFTA services.
- Staff will continue to process driver's license and vehicle applications submitted through deputy registrars, and driver's license agents or mailed directly to DVS during the stay at home order.
- Scanning and mail services will continue.

### **DVS Exam**

- Driver's license road tests are offered by appointment only.
- The exam station locations opening include; St. Paul (knowledge tests only), Arden Hills, Anoka, Eagan, Plymouth, Rochester, Mankato, Marshall, Willmar, Detroit Lakes, St. Cloud, Brainerd, Duluth, Grand Rapids, Bemidji, and Fairmont (road tests only).
- Exam stations will only accept applications related to tests or driver evaluations. Customers who wish to replace or renew a credential will be referred the nearest driver's license agent or deputy registrar.
- We expect to resume class D road tests on May 26. Priority will be given to customers who need to reschedule their appointment because it was canceled during the stay at home order before appointments are opened to the public.
- We anticipate online appointment scheduling will open to the public on June 1.

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More information about the services DVS is offering is available [here](#).

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May 12, 2020

## What's New in This Update

- Preparedness Plan Reminder
- Disability Renewal notices
- Credit Cards by Phone
- Administrative Impound Plates
- FAST track
- MNDRIVE Update
- Status Checks
- Expired Cards – Proof of Residency
- DVS Upcoming Training

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## Today's News

### Preparedness Plan Reminder

Please submit your preparedness plan to the motor vehicle liaisons by Friday. Thank you.

### Disability Certificate Renewal Notices

Renewal notices were mailed in error to customers whose disability certificate expires in May. Disability certificates were included in legislation signed by Governor Walz in March that extended the expiration of driver's license and permits to two months after the month in which the peacetime emergency ends. Customers may disregard the renewal notice.

### Credit Card by Phone

Credit card data can be collected from citizens on the phone.

MNIT PCI (Payment card industry) Team recommends credit card numbers obtained over the phone can be entered directly into the system and no paper records need to be stored. If credit card authentication data is collected during a phone order (also applicable to mail order) ensure that all such data is not stored, which is strictly prohibited.



If Interactive Voice Response (IVR) or call center recording systems are in place a credit card authentication code should not be stored in the call recordings on the IVR system. If the Primary Account Number (PAN) is stored in a call recording the system must be assessed for compliance to PCI DSS (Payment card industry data security standard).

If credit card data is written down as part of the business process and then entered into the system, the written data should be securely destroyed (crosscut / incinerate) immediately after use.

## Administrative Impound Plates

Deputy registrars are able to issue administrative impound plates. You should not turn customers away who are in need of these plates.

If your office is unable to issue the plates, you have the option to push the order to MINNCOR as you for a special plate not stocked in your office. MINNCOR will mail the plates to the customer.

Important: Until further notice, you do not need to verify the qualified driver information.

For more information, refer to the [Issue Impound Plates](#) job aid.

## Title Fast Track

The title fast track unit is processing requests for expedited titles as they arrive. Please reserve this service only for customers who need the service. please do not direct customers to the DVS Town Square office. The Fast Track drop box is closed at the DVS main office.

## MNDRIVE update

By Jacqueline Belko MNDRIVE-SME Title & Registration

The title and registration team continues making headway on development for the MNDRIVE project.

Below are a few items we are currently working on and that have been developed in MNDRIVE.

### **Affixing and Unaffixing Manufactured Homes**

We are currently working on the affixing and unaffixing manufactured home process. A deputy registrar will be able to start a transaction to affix a manufactured home for a customer, which will then create a title review case. Un-affixing the transaction should only be done by mail registration (as normal).

### **Out-of-State Registration Only**

The title and registration team has finished development on out-of-state registration only transactions. Registration only will be issued and MNDRIVE will send a letter to the customer upon approval of the registration only case. The case will close and an indicator of "Title Held Out-Of-State" will be added in the title notifications tab.

### **Underage owner restrictions**

The team has recently completed development on the underage ownership restrictions. MNDRIVE will display the appropriate restriction options based upon the date of birth; the user will then choose the proper restriction for the customer.

### **Status Checks**

If a customer missed their status check and their Minnesota credential is expired they are required to pay for a duplicate card when they update the date on their status check documents.

Customers with status checks are ***included*** in the extension for the peacetime emergency. If a customer status check expired on or after March 13 until the end of the peacetime emergency, the customer's temporary stay is extended.

### **Proof of Residency Real ID/ EDL**

Cards that expire during the peacetime emergency will be acceptable to use as proof of residency to make application for a REAL ID or EDL. Customer's records have been updated to be valid through the end of the peacetime emergency.

### **Time with DVS Training - May**

Time with DVS Training continues in May. Join Todd, Brian and other members of DVS in a review of DVS processes. Although the sessions are not required, attendance is strongly encouraged. The training provides valuable information that helps ensure all staff are following DVS processes accurately.

***Please note the dates and times for the sessions. They have been adjusted this month.***

Difficulty joining a session

Individuals continue to experience difficulty joining sessions because of Cisco errors. After clicking one of the links, you may receive an error in the WebEx portal that the meeting had ended or been cancelled. We apologize for this issue with Cisco. If you click the link and receive the message that the meeting has ended or been cancelled, complete the following steps:

1. Close your internet browser.
2. Reopen your internet browser.
3. **Right-click** and **Copy** the link for the session you wish to join.
4. **Paste** the link into your web browser's address bar and press Enter.
5. Continue joining the meeting normally.
6. You may need to repeat this process 2-3 times.

If you are still unable to connect, email [mnlar.training@state.mn.us](mailto:mnlar.training@state.mn.us) for a direct invitation. The training team connects 15 minutes prior to the start time, so you are encouraged to try to join a webinar 5-10 minutes before the start time.

#### Review Topics

Eight identical sessions will cover the following information:

#### Motor Vehicle Segment

- **Insurance Information:** A review of requirements for entering insurance information and annotating it on paperwork.
- **Body Style:** A review of the importance of selecting an accurate body style when transferring titles or entering new to fleet vehicles.
- **Scan or Retain?** An interactive session in which we will review some documents and determine if they get barcoded, attached and sent to DVS or retained in the office.

#### Driver Services Segment:

- **Driver Service Documents.** An interactive review of proof documents such as birth certificates, social security cards and passports.

#### Web Ex Schedule

**Tuesday, May 19** ~~\_\_\_\_\_~~ **Password: TrainMay** (NOTE: This is a new password!)

8:00 – 9:00 a.m.

[http://bit.ly/DRMay\\_1](http://bit.ly/DRMay_1)

9:30 – 10:30 a.m. [http://bit.ly/DRMay\\_2](http://bit.ly/DRMay_2)

11:00 - 12:00 a.m. [http://bit.ly/DRMay\\_3](http://bit.ly/DRMay_3)

1:30 – 2:30 p.m. [http://bit.ly/DRMay\\_4](http://bit.ly/DRMay_4)

**Thursday, May 20** **Password: TrainMay** (NOTE: This is a new password!)

8:00 – 9:00 a.m. [http://bit.ly/DRMay\\_5](http://bit.ly/DRMay_5)

9:30 – 10:30 a.m. [http://bit.ly/DRMay\\_6](http://bit.ly/DRMay_6)

11:00 - 12:00 a.m. [http://bit.ly/DRMay\\_7](http://bit.ly/DRMay_7)

1:30 – 2:30 p.m. [http://bit.ly/DRMay\\_8](http://bit.ly/DRMay_8)


### Using WebEx

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### Technical Assistance:

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### Accommodations

If you need an accommodation due to a disability that affects your access to this training, please contact the Department of Safety's ADA Coordinator (Lynn Mueller) at 651-201-7173  or at [lynn.mueller@sate.mn.us](mailto:lynn.mueller@sate.mn.us) to request an accommodation. For all other questions or concerns, contact MNLARS Training at [MNLARS.Training@state.mn.us](mailto:MNLARS.Training@state.mn.us)

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## Previous News

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### COVID-19 Preparations Plan

Governor Walz's most recent executive order requires businesses to establish and implement a COVID-19 Preparedness Plan designed to keep employees and customers safe as the business prepares to return to work. Deputy Registrar offices should email their completed plan to [dvs.mv.liaisons@state.mn.us](mailto:dvs.mv.liaisons@state.mn.us) no later than **Friday, May 15**.

Each plan should adequately address the following areas:

- Require work from home whenever possible. All plans must ensure that all workers who can work from home continue to do so.
- Ensure that sick workers stay home. All plans must establish policies and procedures, including health screenings that prevent sick workers from entering the workplace.
- Social distancing. All plans must establish social distancing policies and procedures.
- Worker hygiene and source control. All plans must establish hygiene and source control policies for workers.
- Cleaning and disinfection protocols. All plans must establish cleaning and disinfection protocols for areas within the workplace.

We have put together a [checklist](#) with useful information and links to help with the planning process. You'll find the checklist on [Info Hub](#) under the resources tab. Select COVID-19 from the tab menu.

## Lost or Stolen Driver's License/ID

DVS has established a new procedure for lost or stolen credentials during the stay at home order. Customers who have lost or had their credential stolen should [contact DVS by phone or email](#).

We will confirm that the customer's driving privileges are valid and there are no outstanding issues or documents.

- If the missing credential was a temporary receipt for a recent application, we will issue the customer a new card.
- If the missing credential was a card, we will issue a photo receipt valid for 120 days and a letter for the customer to carry until normal services resume.

## Limited Services Guidelines

Deputy registrars are unable to provide over the counter, face-to-face services.

You may offer the following service delivery options:

- Curbside drop off and pickup
- Drive through/service window
- Drop off box.
- Mail
- Phone/email/fax services

We strongly recommend that you follow CDC and MDH guidelines to reduce the risk of exposure to your staff and customers to COVID-19, such as wearing face masks, gloves, face shields, etc.

When dealing with credit card information, be sure to follow safe data practices and destroy any written or printed material with credit card information in a secure manner.

## CDL Update

DVS conducted a pilot program for CDL road tests at the Arden Hills exam station last week. Starting this week, we will offer 234 CDL road test appointments between April 28 and May 8 at these eight exam stations; Arden Hills, Eagan, Rochester, Mankato, Marshall, Detroit Lakes, Bemidji and Duluth.

CDL applicants whose appointments were cancelled due to COVID-19 will be contacted to schedule a road test. Drivers with an offer of employment for driving a vehicle for critical needs will be given priority. Applicants who pass their CDL road test will be instructed to apply for their license using the online CDL application at [drive.mn.us](http://drive.mn.us).

Monday night FAST extended the online seasonal CDL application to include under 21 applicants.

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DVS exam stations remain closed for all other services. We are developing a plan to reopen other driver services when we are able to do so based on Governor orders as well as CDC and MDH guidelines.

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## May 7, 2020 – Special Update

Dear Deputy Registrars and DL Agent Offices:

### **New Service Available for Deputies Registrars:**

Deputy registrar offices are now able to process duplicate driver's license applications for customers with some guidelines.

Duplicate Driver's License and ID applications that do not require a photo.

- Status Checks
- Address Changes
- Lost or Stolen Driver's License or ID

To offer this service you must:

Have the ability to verify a customer's information without having them inside your office. As a reminder, customers are not allowed to physically enter an office for any services.

This service is not available if:

Someone needs a photograph taken to issue a duplicate license.

- Upgrading a license
- A change in license type – standard to REAL ID or EDL as that would be an upgrade and require a photo
- Change of Name



Process the application as you would normally, collect any appropriate fee and provide the customer the temporary receipt to use until the card is issued.

If your office can meet the no to face-to-face guidelines you can add these services.

If your office is a DL only office that is not currently open, and you want to now open your office to offer these services, please email [jennifer.gagner@state.mn.us](mailto:jennifer.gagner@state.mn.us) with the following information:

1. City where your office is located.
2. A contact phone number for customers.
3. Days and hours you will be available by phone.

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If you have any questions about offering this service you can reach out to your DL liaison group at: [DVS.DSCO.Issuing@state.mn.us](mailto:DVS.DSCO.Issuing@state.mn.us) or call them at: 651-296-2038  or 1-800-536-0049 

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May 5, 2020

### What's New in This Update

- COVID-19 Preparation Plan
- Lost or Stolen Driver's License/ID
- Limited Service Guidelines
- CDL Update

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## Today's News

## COVID-19 Preparations Plan

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Each plan should adequately address the following areas:

- Require work from home whenever possible. All plans must ensure that all workers who can work from home continue to do so.
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- Social distancing. All plans must establish social distancing policies and procedures.
- Worker hygiene and source control. All plans must establish hygiene and source control policies for workers.
- Cleaning and disinfection protocols. All plans must establish cleaning and disinfection protocols for areas within the workplace.

We have put together a [checklist](#) with useful information and links to help with the planning process. You'll find the checklist on [Info Hub](#) under the resources tab. Select COVID-19 from the tab menu.

## Lost or Stolen Driver's License/ID

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We will confirm that the customer's driving privileges are valid and there are no outstanding issues or documents.

- If the missing credential was a temporary receipt for a recent application, we will issue the customer a new card.
- If the missing credential was a card, we will issue a photo receipt valid for 120 days and a letter for the customer to carry until normal services resume.

## Limited Services Guidelines

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You may offer the following service delivery options:

- Curbside drop off and pickup
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We strongly recommend that you follow CDC and MDH guidelines to reduce the risk of exposure to your staff and customers to COVID-19, such as wearing face masks, gloves, face shields, etc.

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CDL applicants whose appointments were cancelled due to COVID-19 will be contacted to schedule a road test. Drivers with an offer of employment for driving a vehicle for critical needs will be given priority. Applicants who pass their CDL road test will be instructed to apply for their license using the online CDL application at [drive.mn.us](https://drive.mn.us).

Monday night FAST extended the online seasonal CDL application to include under 21 applicants. DVS exam stations remain closed for all other services. We are developing a plan to reopen other driver services when we are able to do so based on Governor orders as well as CDC and MDH guidelines.

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## Previous News

### Limited Services Offices

There are 145 deputy registrar offices offering limited services. Thank you for helping Minnesotans with their motor vehicle title and registration needs during this unprecedented time.

During the peacetime emergency, deputy registrars may be open for fewer than 40 hours per week. If you have reduced hours, you must notify us of your current working hours so we can update the information

on the DVS website. Your office must return to normal hours after the peacetime emergency ends or submit a variance request to continue with your modified hours.

## COVID -19 updates

To help you stay up to date on COVID-19 information, we modified the resources tab on Info Hub to include COVID-19 as a menu item. We encourage you to check the information on a regular basis because information changes regularly.

## Tuesday Meeting Notes

Every Tuesday, deputy registrar appointees and office managers are invited to join a conference call with DPS and DVS leadership teams. The calls provide updates and address concerns related to COVID-19 and office operations.

If you are the appointee or office manager of a deputy registrar and have not received an invitation to join the call, please reach out to us at: [DVS.Communications@state.mn.us](mailto:DVS.Communications@state.mn.us) with your deputy registrar number, office location and whether you are the appointee or office manager.

We encourage those on the call to share the information with their staff. Staff can view the meeting notes on Info Hub, select the resources tab and click on COVID-19.

## MNDRIVE Update

*Submitted by Jody Verdon, MNDRIVE SME – Conversion*

The conversion team continues to work diligently to assure all information is converted with accuracy and on schedule. The following are some recent changes and updates:

- We have recently welcomed our first round of Deputy Registrar Conversion Testers. We look forward to gaining their feedback and knowledge while testing the conversion data.
- This week conversion testing moved to RDS, the Rollout Staging environment. This is our sandbox environment, which allows multiple testers to work on the same data. In addition, this environment is integrated with driver services accounts, which allows a new level of testing.

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Tier 2 data is now visible in RDS and a meetings are now scheduled to demo this new tier

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## May 1, 2020 – Special Update

Dear Deputy Registrars:

As you know, Governor Walz extended the stay at home order through midnight May 17, 2020. While the governor modified the order to allow customer service businesses to serve customers through curbside service, this **does not include** customers coming into business locations for face-to-face services. A Deputy Registrar office may continue to serve customers with drop off or drive in services but cannot allow customers to enter their offices.

The governor's executive order also requires businesses to establish and implement a COVID-19 Preparedness Plan designed to keep employees and customers safe as the business prepares to return to work on May 18. Deputy Registrar offices should begin this planning process as soon as possible. Each Deputy Registrar plan should adequately address the following areas:

1. Require work from home whenever possible. All plans must ensure that all workers who can work from home continue to do so.
2. Ensure that sick workers stay home. All plans must establish policies and procedures, including health screenings that prevent sick workers from entering the workplace.
3. Social distancing. All plans must establish social distancing policies and procedures.
4. Worker hygiene and source control. All plans must establish hygiene and source control policies for workers.
5. Cleaning and disinfection protocols. All plans must establish cleaning and disinfection protocols for areas within the workplace.

You can find an optional COVID-19 Preparedness Plan template by [following this link](#). This template includes other helpful information for businesses and employees.

**Deputy Registrars should send their completed plan by email to DVS Business Liaisons not later than Friday, May 15<sup>th</sup>.**

Deputy Registrars can continue to serve customers in a limited manner including these types of driver's license transactions that do not require face-to-face contact with customers.

- Accept reinstatement fees.
- Accept disability applications (scan and attach to record).
- Accept medical certificates and self-certifications (scan and attach to record).
- Accept medical forms (scan and attach to record).
- Collect copies of documents to clear deficiencies
- Check record if needed to complete a motor vehicle transaction.

- Process an application for disability parking certificate.

I know that this is a very difficult time for your offices, as it is for all Minnesotans, but know that we appreciate everything you are doing for Minnesotans.



**Emma Corrie**

*Pronouns: she, her, hers*

Director, Driver & Vehicle Services Minnesota Department of Public Safety

[dps.mn.gov](https://dps.mn.gov) | (651) 201-7580<sup>(S)</sup> Office | (651) 508-0340<sup>(S)</sup> Cell

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April 28, 2020

### What's New in This Update

- Limited Services Offices
- COVID 19 updates
- Tuesday Meeting Notes
- MNDRIVE update

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## Today's News

### Limited Services Offices

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During the peacetime emergency, deputy registrars may be open for fewer than 40 hours per week. If you have reduced hours, you must notify us of your current working hours so we can update the information on the DVS website. Your office must return to normal hours after the peacetime emergency ends or submit a variance request to continue with your modified hours.

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- We have recently welcomed our first round of Deputy Registrar Conversion Testers. We look forward to gaining their feedback and knowledge while testing the conversion data.
- This week conversion testing moved to RDS, the Rollout Staging environment. This is our sandbox environment, which allows multiple testers to work on the same data. In addition, this environment is integrated with driver services accounts, which allows a new level of testing.
- Tier 2 data is now visible in RDS and a meetings are now scheduled to demo this new tier.

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## Previous News

### Mail-in Work Update

DVS is able to have some staff report for work at our main office. These employees will work on transactions mailed directly to DVS, and renewal kick outs from DHS.

## Notes from Tue. Weekly Meetings

Notes from the weekly meetings between deputy registrar appointees and office managers, and DVS and DPS leadership are posted on Info Hub. You will find them under the resources tab.

## CDL News

Eligible Minnesotans can now apply for a first-time seasonal farm commercial driver's license (CDL) or apply for a duplicate seasonal farm CDL online.

Changes were made to the seasonal CDL renewal application, so CDL holders who previously attempted to apply online but were not successful due to time limits are encouraged to reapply.

CDL holders may visit [drive.mn.gov](https://drive.mn.gov) and select [Apply for Seasonal CDL](#) in the driver services section and follow the prompts to apply. Applicants will need to complete the online application and pay the license fee. A new photo and vision screening is not required at this time.

## Training Reminder

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Training webinars start today. All deputy registrar staff are strongly encouraged to participate in one of the sessions which cover some recent changes and MNDRIIVE updates. See the Previous News section in this update for complete information.

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April 21, 2020

## What's New in This Update

- Mail-in Work Update
- Notes from Tue. Weekly Meetings
- CDL News
- Training Reminder

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## IRP/IFTA Transactions (Prorate)

Minnesota carriers may apply for registration and permits through Explore. If a carrier does not have access to Explore, they can apply online at <https://mnec.exploredata.com>. DVS cannot mail plates or stickers to customers. Customers are issued a 60-day temporary IRP permit to operate.

IRP/IFTA services available through Explore include:

- Process IRP vehicle adds and exchanges
- Issue a temporary IRP registration cab card valid for 60 days. (Valid in lieu of license plates).
- Apply for IRP power unit replacement license plates, stickers, or a cab card. Temporary IRP cab card are available and valid for 60 days.
- Process a gross weight increase and obtain a temporary IRP registration cab card.
- File quarterly IFTA tax return
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Carriers may also:

- Fax IRP and IFTA applications to DVS at 651-797-1187<sup>S</sup>. Customer must provide an email address. DVS will email the 60-day permit to the email address.
- Email IRP and IFTA applications to [dvs.prorate@state.mn.us](mailto:dvs.prorate@state.mn.us)
- Electronic payments accepted using ACH debit with bank account and routing number.
- Apply through a prorated deputy registrar if the office is open for limited services. Deputy registrars are prohibited from providing face-to-face, over the counter services.

Out-of-state carriers in need of a temporary registration or fuel permit may:

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## Title Certification Classes

All home office title certification classes and test outs are suspended until DVS resumes normal operation.

### **MNDRIVE Update**

*Submitted by Aly Quinn, MNDRIVE SME – Dealers*

The MNDRIVE team has been working tirelessly through this tough time to ensure that we stay on track.

Here are just a few things that we have been working on for our dealers.

- Dealer Licensing System
  - We are adding new features and reporting to make the system easier to navigate when dealers renew their licenses through e-Services.
- Electronic Vehicle Title & Registration (EVTR) Testing
- EVTR will be launching in conjunction with MNDRIVE. We have begun preliminary testing of the internal interface and will be releasing the specifications through an RFP process soon.
- Title Certification Logging
  - Title Certification, which is required in order to use EVTR, will be attached to an end user, not a dealership. We are currently discussing what that will look like so look for more updates in the near future.

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Join Todd and Brian in a review of DVS processes. Although the sessions are not required, attendance is strongly encouraged. The training provides valuable information that helps ensure all staff are following DVS processes accurately. Please note the dates and times for the sessions. They have been adjusted this month.

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April 14, 2020

## What's New in This Update

- Work sent by mail
  - Prorate
  - Title Certification Classes
  - MNDRIVE update
  - Training Opportunity
- 

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## Previous News

### Motor Vehicle Limited Services

DVS sent a special notice to all deputy registrars on Friday about the recently updated U.S. Department of Homeland Security, Cybersecurity & Infrastructure Security Agency (CISA) "Guidance on the Essential Critical Infrastructure Workforce." It now includes department of motor vehicle employees. DVS determined this updated advisory includes our state's deputy registrars. [Read the full notice here.](#)

Starting April 6, deputy registrars may offer motor vehicle title and registration services in accordance with Executive Order 20-20 and CISA guidance. Over the counter, face-to-face services are prohibited.

Deputy registrars are not required to provide services and may remain closed for the duration of Executive Order 20-20.

We will continue to update and share information with you on a regular basis.

### **If you elect to provide services:**



- Over the counter, face-to-face services are prohibited.
- If providing regular title and registration services, prorate deputy registrars must include prorate services.
- Email [jennifer.gagner@state.mn.us](mailto:jennifer.gagner@state.mn.us) Include your office location number and the name of the city or town where you are located in the email.
  - The office location information on the DVS website will be updated once a day at 8 a.m.
  - Customers will be directed to contact offices to find out the types of services offered and how those services will be provided.

**Inventory Clarification.** Registration validation stickers are available in 200 sticker rolls. Do not order weight stickers and trailer pickers in batches of 200. Orders for weight stickers will not be filled until the stay at home order ends.

## Record Access During Stay at Home Order

Regular data practices apply during the stay at home order.

If your office is closed to driver's license and motor vehicle services, you may not access DVS records. Customers who call you for assistance should be referred to the DVS Public Information Center.

- Driver Services: 651-297-3298 
- Driver Compliance: 651-296-2025 
- Vehicle Services: 651-297-2126
- Driver Services and Vehicle Services email: [drive.mn.gov](mailto:drive.mn.gov)

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### **MNDRIVE Update**

*Submitted by Allison Malack, Vehicle Services Title & Registration Subject Matter Expert*

The title and registration team continues to move forward with development of motor vehicle processes. Here is a sample of what the team is working on:

**Clearing Salvages:** Inspectors will enter inspections in MNDRIVE at the time of the inspection or on the day the inspection occurs. The inspection is tied directly to the vehicle record. Once the inspection is completed, the customer can visit a deputy registrar office to submit all other necessary documents, and pay the appropriate fees.

**Partial Pay:** MNDRIVE will assign the appropriate month sticker to vehicles in the partial pay program based on installment and type of payment documentation presented (bond, bank letter, credit, etc.). Program participation, installment amounts and penalties will meet the requirements in Minnesota statutes.

**Application for title & registration:** We are working with the communications team to redesign the PS2000 so that it follows the flow of data entry in MNDRIVE.

### **REAL ID Updates**

There have been two recent changes to REAL ID:

- The U.S. Department of Homeland Security Acting Secretary Chad Wolf extended the federal enforcement of REAL ID to **October 1, 2021**.
- Legislation effective March 31, 2020 changed the proof of residency documents for Minnesotans. The legislation added new documents for proof of residency. The law also extended the length of time many document are valid from 90 days to 12 months.

The [DVS website](#) is updated with REAL ID brochures in English, Hmong, Somali and Spanish. The [Identification requirements for REAL ID pdf](#) is updated on the DVS website. Information on Info Hub is also being updated. These changes are included in April's "Time with Todd and Brian" webinars. (see Training Opportunity in this update for schedule.)

Contact the driver's license liaisons at [DVS.DSCO.Issuing@state.mn.us](mailto:DVS.DSCO.Issuing@state.mn.us) if you have any questions.

## MV- New Sweep Report Available

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The sweep reports for Jan. 1, 2020 through March 31, 2020 are now available on [Info Hub](#). Contact deputy audit if you discover a discrepancy. They will investigate and provide additional instructions or make adjustments as needed.

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## April 10, 2020 Special Update

To: All Deputy Registrars

### **Deputy Registrar Information Update**

#### **Stay at Home Order**

Governor Walz extended the stay at home order to May 4. DVS will evaluate how this impacts DVS services. Offices that are open for limited services are prohibited from providing over the counter, face to face service. It is permissible for deputy offices to process transactions by mail, drop-box, or back office transactions without submitting a variance request during the duration of this order. Thank you to the 110 deputy registrar offices currently providing services to assist the residents of Minnesota.

We will continue to provide regular updates.

#### **Password Expirations**

Passwords for Fast DS and MNLARS reset every 90 days. If your password expires while you are away from work, you will need to follow the regular steps to reset your password.

#### **Applications for Disability Certificates.**

At this time, DVS staff is working from home and unable to process applications submitted by mail. If you are able, please process applications for disability certificates through Fast DS.

#### **DVS Records**

Regular data practices apply during the stay at home order. If your office is closed you may not access DVS records.

### **Registration Renewals**

Mail Charges: Deputy registrars who mail inventory to customers are required by [Minnesota Rules 7406.0500](#) to send it first class U.S. mail, unless the customer requests other special services. Deputy registrars may not charge the customer to mail the inventory unless the customer requests special delivery.

No renewal notice. The customer may provide a note with the information needed to renew the registration such as name, plate number, VIN, etc. You may accept a copy of a driver's license as proof of identify, however, be sure to follow safe data practices and dispose of the copy in a secure manner.

Credit cards. You may collect credit card information over the phone, email, or fax. Be sure to follow safe data practices and destroy any written/printed material with the credit card information in a secure manner.

Change of Address. You may change the customer's address. You may accept a copy of a driver's license as proof of identify, however, be sure to follow safe data practices and dispose of the copy in a secure manner.

### **REAL ID Changes**

DVS has updated the materials and information on the [DVS website](#) to reflect the new federal enforcement date of Oct. 1, 2021 and the recent legislative changes to REAL ID proof of residency documents. Information on Info Hub is being updated and changes to Fast DS and the pre-app have been made.

The monthly training series presented by Todd and Brian is addressing those changes on April 22 and April 23. For training schedule and login information refer to the April 7, DVS Weekly Update.


### **Vision Machines**

Vision exams are required by law and cannot be waived. To clean the vision machines:

- Only use alcohol wipes to clean the headrest and the lenses to prevent damage. You can purchase headrest tissues from Stereo Optical. Cost is \$57 for 5,000 tissues; item number is 2000207.

To order:

Visit the [Stereo Optical website](#)

Call 1-800-344-9500 

- You can use Clorox wipes or other spray cleaners to clean casing and mounting brackets. Do not use abrasive cleaners.

### **Seasonal CDL (Farm) Licenses**

Current CDL holders with a seasonal CDL restriction can apply for a duplicate license and update their seasonal timeline online at [drive.mn.gov](#).

The CDL holder will need to complete the online application and pay the duplicate license fee. A new photo and vision screening is not required.

CDL holders are eligible for this if they:

- Currently hold a commercial license with a seasonal farm restriction.

- Are in good standing.
- Have lived in Minnesota for the past two years and have been in good standing during that time.
- Are **not** currently enrolled in temporary stay.
- Do now have a private address on file.
- Have a valid, non-expired medical certificate on file with DVS.
- The Federal Motor Carrier Safety Administration extended the expiration of medical examiner certificate that expire on or after March 1 to June 30.

Customers may apply at a deputy registrar/driver's license agent. However, you cannot do face to face, over the counter services.

### **CDL Waivers –Med Certs**

The federal government has extended all medical certificates and waivers that expired after March 1, 2020 to June 30, 2020. Medical certificates filed with DVS that originally expired between March 1, 2020 and June 29, 2020 have been extended to June 30, 2020 in Fast DS. For more information, refer to the [CDL waivers document](#) on Info Hub.

### **Status Checks**

We are looking into the impact of the expiration extensions to status checks. Watch for more information in the days ahead.

### **DVS Turnaround - These are also listed on Info Hub and updated weekly.**

- Online Tab Renewals: Current
  - Renewals processed by DHS: Current. However, any renewal that cannot be processed is sent to DVS for processing. Those kick-outs are not being processed at this time. A common reason a renewal cannot be processed is because the payment submitted isn't equal to the total amount due.
  - Mail Transactions: Application mailed to DVS is not being processed during this time as we do not have staff in the office.
  - Deputy Registrar transactions submitted before March 28.
  - Out of state titles: Oldest work Feb. 28
  - Minnesota Titles: Oldest work Feb. 20
  - MCO: Oldest work March 11
  - Disability Plates: Oldest work March 24
  - Other Special Plates: Oldest work March 23
  - Disability certificates submitted by mail are not being processed at this time.
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April 7, 2020

## What's New in This Update

- Motor Vehicle Limited Services
  - Record Access During Stay at Home Order
  - MNDRIVE Update
  - Training Opportunity
  - DL-REAL ID
  - MV-Updated Swift Reports
- 

## Today's News

### Motor Vehicle Limited Services

DVS sent a special notice to all deputy registrars on Friday about the recently updated U.S. Department of Homeland Security, Cybersecurity & Infrastructure Security Agency (CISA) "Guidance on the Essential Critical Infrastructure Workforce." It now includes department of motor vehicle employees. DVS determined this updated advisory includes our state's deputy registrars. [Read the full notice here.](#)

Starting April 6, deputy registrars may offer motor vehicle title and registration services in accordance with Executive Order 20-20 and CISA guidance. Over the counter, face-to-face services are prohibited.

Deputy registrars are not required to provide services and may remain closed for the duration of Executive Order 20-20.

We will continue to update and share information with you on a regular basis.

### **If you elect to provide services:**

- Over the counter, face-to-face services are prohibited.
- If providing regular title and registration services, prorate deputy registrars must include prorate services.



- Email [jennifer.gagner@state.mn.us](mailto:jennifer.gagner@state.mn.us) Include your office location number and the name of the city or town where you are located in the email.
  - The office location information on the DVS website will be updated once a day at 8 a.m.
  - Customers will be directed to contact offices to find out the types of services offered and how those services will be provided.

**Inventory Clarification.** Registration validation stickers are available in 200 sticker rolls. Do not order weight stickers and trailer pickers in batches of 200. Orders for weight stickers will not be filled until the stay at home order ends.

## Record Access During Stay at Home Order

Regular data practices apply during the stay at home order.

If your office is closed to driver's license and motor vehicle services, you may not access DVS records. Customers who call you for assistance should be referred to the DVS Public Information Center.

- Driver Services: 651-297-3298 
- Driver Compliance: 651-296-2025 
- Vehicle Services: 651-297-2126
- Driver Services and Vehicle Services email: [drive.mn.gov](mailto:drive.mn.gov)

## Training Opportunity – “Time with Todd & Brian” Webinar

Join Todd and Brian in a review of DVS processes. Although the sessions are not required, attendance is strongly encouraged. The training provides valuable information that helps ensure all staff are following DVS processes accurately. Please note the dates and times for the sessions. They have been adjusted this month.

### Difficulty joining a session

Some users have reported difficulty when attempting to join a training session. They received an error in the Webex portal that the meeting had ended or been cancelled. We apologize for this ongoing issue with Cisco. If you receive the error message, complete the following steps:

1. Close your internet browser.
2. Reopen your internet browser.
3. Right-click and copy the link for the session you wish to join.
4. Paste the link into your web browser's address bar and press Enter.
5. Continue joining the meeting normally.

6. You may need to repeat this process 2-3 times.

If you are still unable to connect, email [mnlars.training@state.mn.us](mailto:mnlars.training@state.mn.us) for a direct invitation. The training team connects 15 minutes prior to the start time, so you are encouraged to try to join a webinar 5-10 minutes before the start time.

## Review Topics

Eight identical sessions will cover the following information:

### Motor Vehicle Segment (Viewer's Choice)

- Incomplete Registration Address: An interactive demo showing how to fix an incomplete registration address that prevents registration renewals, license plate changes, etc.
- Corrected Title Form (PS2025A) vs Did not Buy/Did not Sell form (PS2025B): An interactive review of situations that call for use of the PS2025A, as well as situations where the PS2025B is the appropriate choice

### Driver Services Segment:

- Driver License Updates. A review of the recent change to the implementation date for REAL ID as well as a review of the changes to REAL ID proof of residency documents.
- Driver Service Documents. Because of all of the great questions that came up in the March sessions, we will revisit and review the proper way to assemble and send in driver services documents.

MNDRIVE Segment: An update on the project, as well as a demo of a transaction in the system.

## Webex Schedule

Wednesday, April 22 Password: trainapr (NOTE: This is a new password!)

8:00 – 9:00 a.m. [http://bit.ly/twtb8\\_1](http://bit.ly/twtb8_1)

9:30 – 10:30 a.m. [http://bit.ly/twtb8\\_2](http://bit.ly/twtb8_2)

11:00 - 12:00 a.m. [http://bit.ly/twtb8\\_3](http://bit.ly/twtb8_3)

1:30 – 2:30 p.m. [http://bit.ly/twtb8\\_4](http://bit.ly/twtb8_4)

Thursday, April 23 Password: trainapr (NOTE: This is a new password!)

8:00 – 9:00 a.m. [http://bit.ly/twtb8\\_5](http://bit.ly/twtb8_5)

9:30 – 10:30 a.m. [http://bit.ly/twtb8\\_6](http://bit.ly/twtb8_6)

11:00 - 12:00 a.m. [http://bit.ly/twtb8\\_7](http://bit.ly/twtb8_7)

1:30 – 2:30 p.m. [http://bit.ly/twtb8\\_8](http://bit.ly/twtb8_8)

## Using Webex




The format for the online training is WebEx. It is important that you enable the audio function to get the full benefit of the training.

Technical Assistance:

- [Instructions for Joining WebEx](#)
- If you have trouble connecting, email [todd.oseby@state.mn.us](mailto:todd.oseby@state.mn.us)

### **Accommodations**

If you need an accommodation due to a disability that affects your access to this training, please contact the Department of Safety's ADA Coordinator (Lynn Mueller) at 651-201-7173  or at [lynn.mueller@sate.mn.us](mailto:lynn.mueller@sate.mn.us) to request an accommodation.

*For all other questions or concerns, contact MNLARS Training at [MNLARS.Training@state.mn.us](mailto:MNLARS.Training@state.mn.us)*

### **MNDRIVE Update**

*Submitted by Allison Malack, Vehicle Services Title & Registration Subject Matter Expert*

The title and registration team continues to move forward with development of motor vehicle processes. Here is a sample of what the team is working on:

**Clearing Salvages:** Inspectors will enter inspections in MNDRIVE at the time of the inspection or on the day the inspection occurs. The inspection is tied directly to the vehicle record. Once the inspection is completed, the customer can visit a deputy registrar office to submit all other necessary documents, and pay the appropriate fees.

**Partial Pay:** MNDRIVE will assign the appropriate month sticker to vehicles in the partial pay program based on installment and type of payment documentation presented (bond, bank letter, credit, etc.). Program participation, installment amounts and penalties will meet the requirements in Minnesota statutes.

**Application for title & registration:** We are working with the communications team to redesign the PS2000 so that it follows the flow of data entry in MNDRIVE.

### **REAL ID Updates**

There have been two recent changes to REAL ID:

- The U.S. Department of Homeland Security Acting Secretary Chad Wolf extended the federal enforcement of REAL ID to **October 1, 2021**.

- Legislation effective March 31, 2020 changed the proof of residency documents for Minnesotans. The legislation added new documents for proof of residency. The law also extended the length of time many document are valid from 90 days to 12 months.

The [DVS website](#) is updated with REAL ID brochures in English, Hmong, Somali and Spanish. The [Identification requirements for REAL ID pdf](#) is updated on the DVS website. Information on Info Hub is also being updated. These changes are included in April's "Time with Todd and Brian" webinars. (see Training Opportunity in this update for schedule.)

Contact the driver's license liaisons at [DVS.DSCO.Issuing@state.mn.us](mailto:DVS.DSCO.Issuing@state.mn.us) if you have any questions.

## MV- New Sweep Report Available

The sweep reports for Jan. 1, 2020 through March 31, 2020 are now available on [Info Hub](#). Contact deputy audit if you discover a discrepancy. They will investigate and provide additional instructions or make adjustments as needed.

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## Previous News

### Weekly Updates

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### MNDRIVE Update

*Provided by Rayah Barton, IT Business Analyst*

- The MNDRIVE business testing is well underway! More than four thousand driver and vehicle test scenarios have been written to date. This effort will continue through April.
- 
- The MNDRIVE testing team is finalizing business testers. A testing kick-off is planned for April 8 for those identified as part-time or full-time business testers.

The business testing phase of the project is for real business users to verify the system configuration supports the activities the business tester performs. Feedback during testing is used to make modifications to the system prior to go-live in November of 2020.

- Several Explore sessions have been held over the past few months. These sessions allow business users to test drive system and provide feedback. We've had participation of more than 50 Deputy Registrars and incorporated several sessions for internal DVS units, including title and registration, inventory, fleet, dealer licensing, among others. This week we held a remote explore session for dealers and encouraged feedback within MNDRIVE e-Services.

## Driver's Licenses and ID Cards

Governor Walz signed a bill that includes an extension for Minnesotans whose driver's licenses or ID cards expire during this time. The law extends the expiration date for any valid driver's license, instruction permit, provisional license, operator's permit, limited license or farm work license that expires during the peacetime emergency. The expiration dates for these licenses will be extended for two months after the month the peacetime emergency ends.

## REAL ID

The U.S. Department of Homeland Security Acting Secretary Chad Wolf issued a statement Friday that officially extends the REAL ID effective date to **October 1, 2021**. We are updating all our online materials to reflect this change. To view his statement, [click here](#).

**Stay-at-Home Order:** Deputy registrars and driver's license agents are not exempt from the stay-at-home order.

- If your office is located near the Minnesota border, you are still required to close, even if some of your customers are out-of-state dealers.
- Dealers are allowed to stay open for limited sales and auto repair. If they sell a vehicle with no registration or expired registration they should follow regular procedures and issue a 21-day permit. The DVS office in Town Square will be closed so they cannot drop off work.

## DVS Operations

DVS offices will be closed March 28-April 10. To view the news release that went out earlier Friday, [click here](#). The following DVS **operational functions** will continue:

- DVS staff able to telework will continue to process driver's license and title and registration applications submitted through your offices before the stay-at-home order took effect.
- PIC will be operational, however with a lower capacity for calls. We are encouraging customers to use the email contact forms on the DVS website ([drive.mn.gov](http://drive.mn.gov)).
- Mail renewals will continue to be processed through DHS, checks deposited and plate and stickers sent to customers.
- The online registration renewal system will remain operational.
- MINNCOR will continue to receive, process and mail license plates and stickers to customers.

- The vehicle registration renewal notices will continue to be printed and mailed to customers.
- IDEMIA will have no interruption of service; cards will be produced and mailed to customers.
- Refund checks will continue to be processed.

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MNDRIVE teams will telework and continue work on the project

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April 3, 2020 – Special Update

To: All Deputy Registrars

**Driver and Vehicle Services' Guidance on Executive Order 20-20  
Directing Minnesotans to Stay at Home**

Minnesotans are working together to slow the spread of COVID-19 by following Governor Walz's Executive Order 20-20 – Directing Minnesotans to Stay at Home. The Minnesota Department of Public Safety Driver and Vehicle Services (DPS-DVS) division has been working to determine how best to provide a safe environment for customers and employees, while also providing exceptional service.

The U.S. Department of Homeland Security, Cybersecurity & Infrastructure Security Agency (CISA) recently updated its "Guidance on the Essential Critical Infrastructure Workforce" to include "Department of Motor Vehicle employees." DVS has determined this updated advisory includes our state's deputy registrars.

**What you need to know:**

- Beginning Monday, April 6, deputy registrars may offer motor vehicle title and registration services in accordance with Executive Order 20-20 and CISA guidance.
- Over the counter, face-to-face services are prohibited.
- Deputy registrars must continue to follow requirements outlined in [Minnesota Rules, part 7406](#) including:
  - Collecting and reporting required taxes and fees.
  - Maintaining records and controlling inventory.
  - Making and reporting deposits.
  - Reporting daily transactions and completing the daily close report.
- Deputy registrars are not required to provide services and may remain closed for the duration of Executive Order 20-20.

- Deputy registrars must email [jennifer.gagner@state.mn.us](mailto:jennifer.gagner@state.mn.us) if they choose to offer services. Include your office location number and the name of the city or town where you are located. We will update the DPS-DVS website and customers will be directed to call offices that are open for information about service availability.
- Each office must determine how it can offer service while adhering to Executive Order 20-20 and social distancing recommendations.  
Examples include:
  - Drop boxes
  - Drive through lanes or windows
  - Teleworking
- Deputy registrars cannot process driver's license and identification cards. Gov. Walz signed a bill into law March 28 that provides an extension for Minnesotans whose driver's licenses or ID cards expire during the peacetime emergency.

The law extends the expiration date for any valid driver's license, instruction permit, provisional license, operator's permit, limited license, and farm work license that would expire during the peacetime emergency. The expiration dates for these licenses will be extended for two months after the month the peacetime emergency ends.

### **Types of Services Allowed**

- Title transfers
- New to fleet title/registration applications
- Dealer work
- Initial and renewal registrations
- Duplicate titles
- Special plate applications
- Vehicle permits
- IRP/IFTA (for Prorate offices only)

### **DVS Support**

- Orders for inventory will follow the usual process. However, stickers must be ordered in full rolls of 200. DPS cannot process orders for fewer stickers at this time.
- Deputy support services will be available by phone and email.

This is a challenging time and an ongoing and evolving situation. However, DPS-DVS continues to work to ensure the health and safety of our customers, employees and business partners. We will update the guidance and information we share on a regular basis.

If you have questions, please contact the motor vehicle liaisons.

Thank you for your support and feedback during this unprecedented time.

Emma Corrie  
Director, Driver and Vehicle Services

Resources:

- [Executive order 20-20 \(Stay at Home\)](#)

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[Essential Critical Infrastructure Workforce Advisory](#)

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March 31, 2020

## What's New in This Update

- Stay at Home Order Reminder
- Weekly Update
- MNDRIVE Update
- Driver License and ID Cards
- REAL ID
- DVS Operations

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## Today's News

### **Stay at Home Order**

Reminder, Gov. Tim Walz signed executive order 20-20 asking all Minnesotans to stay at home. As part of his order, essential employees are allowed to report to work. DVS is complying with Gov. Walz's order and many in person services are suspended as a result. Any county employee who is deemed essential should not be performing any motor vehicle or driver's license services.

Stay At Home Order - Deputy registrars and driver's license agents are not exempt from the stay-at-home order.

- If your office is located near the Minnesota border, you are still required to close, even if some of your customers are out-of-state dealers.
- Dealers are allowed to stay open for limited sales and auto repair. If they sell a vehicle with no registration or expired registration they should follow regular procedures and issue a 21-day permit. The DVS office in Town Square will be closed so they cannot drop off work.

### **Weekly Updates**

DVS communications to you will continue through the Tuesday updates and posts under the resource tab on Info Hub. You can access Info Hub from your home computers at [dvsinfohub.dps.mn.gov](https://dvsinfohub.dps.mn.gov)

### **MNDRIVE Update provided by Rayah Barton, IT Business Analyst**

- The MNDRIVE business testing is well underway! More than four thousand driver and vehicle test scenarios have been written to date. This effort will continue through April.
- The MNDRIVE testing team is finalizing business testers. A testing kick-off is planned for April 8 for those identified as part-time or full-time business testers.

The business testing phase of the project is for real business users to verify the system configuration supports the activities the business tester performs. Feedback during testing is used to make modifications to the system prior to go-live in November of 2020.

- Several Explore sessions have been held over the past few months. These sessions allow business users to test drive system and provide feedback. We've had participation of more than 50 Deputy Registrars and incorporated several sessions for internal DVS units, including title and registration, inventory, fleet, dealer licensing, among others. This week we held a remote explore session for dealers and encouraged feedback within MNDRIVE e-Services.

**Driver's Licenses and ID Cards Governor Walz** signed a bill that includes an extension for Minnesotans whose driver's licenses or ID cards expire during this time. The law extends the expiration date for any valid driver's license, instruction permit, provisional license, operator's permit, limited license or farm work license that expires during the peacetime emergency. The expiration dates for these licenses will be extended for two months after the month the peacetime emergency ends.

**REAL ID** The U.S. Department of Homeland Security Acting Secretary Chad Wolf issued a statement Friday that officially extends the REAL ID effective date to **October 1, 2021**. We are updating all our online materials to reflect this change. To view his statement,

**Stay-at-Home Order:** Deputy registrars and driver's license agents are not exempt from the stay-at-home order.

- If your office is located near the Minnesota border, you are still required to close, even if some of your customers are out-of-state dealers.
- Dealers are allowed to stay open for limited sales and auto repair. If they sell a vehicle with no registration or expired registration they should follow regular procedures and issue a 21-day permit. The DVS office in Town Square will be closed so they cannot drop off work.

**DVS Operations** DVS offices will be closed March 28-April 10. To view the news release that went out earlier Friday, [click here](#). The following DVS **operational functions** will continue

- DVS staff able to telework will continue to process driver's license and title and registration applications submitted through your offices before the stay-at-home order took effect.
- PIC will be operational, however with a lower capacity for calls. We are encouraging customers to use the email contact forms on the DVS website ([drive.mn.gov](http://drive.mn.gov)).
- Mail renewals will continue to be processed through DHS, checks deposited and plate and stickers sent to customers.
- The online registration renewal system will remain operational.
- MINNCOR will continue to receive, process and mail license plates and stickers to customers.
- The vehicle registration renewal notices will continue to be printed and mailed to customers.
- IDEMIA will have no interruption of service; cards will be produced and mailed to customers.
- Refund checks will continue to be processed.
- MNDRIVE teams will telework and continue work on the project

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## Previous News

### COVID-19

#### Office Closures

The [office location page](#) on the DVS website has been modified. Search results will only display offices that are open. If services are limited, that information will display when the customer clicks the location details link.

#### Title Certification Training

April title certification training and test-outs are cancelled. We hope to be able to resume training and testing in May, but will keep you updated.



## Frequently Asked Questions

DPS-DVS is addressing driver and vehicle services-related challenges Minnesotans are facing. [Visit the COVID-19 FAQ page for answers.](#)

## DL – VETERAN INDICATOR

The DD214 is the most recent separation form used by the military and until now was the only document accepted. However, several other documents were used as discharge papers before 1950. We've added those documents to the list of acceptable discharge papers.



The complete list is:

- DD214/NGB form 22 (National Guard)
- NA Form 13038 –with raised seal.
- WD AGO 53
- WD AGO 55
- WD AGO 53-55
- NAVPERS 553
- NAVMC 78PD
- NAVCG 553

Only the DD214 is listed in Fast DS. If a customer presents one of the other documents on the list:

1. Select YES to the DD214
2. Make a copy of the document per your guidelines and submit with the application.

If you have questions about acceptable documents, please reach out to the DL liaisons at 651-296-2038

 / 1-800-536-0049  or by email at: [DVS.DSCO.Issuing@state.mn.us](mailto:DVS.DSCO.Issuing@state.mn.us)

## MV- Toy Hauler Reminder

*The following information appeared in the March 2019 Deputy Registrar Update.*

Some owners of toy haulers use them exclusively for recreational purposes. Up until now, regardless of use, these vehicles have been registered as CT trailers or Y class vehicles. DVS, in consultation with the Minnesota State Patrol, has determined that a toy hauler used exclusively for recreational purposes may register in the recreational class. The vehicle must meet all [recreational class requirements](#).

### Recreational Registration

- Customers who already renewed registration but qualify for recreational registration may convert to the lower class and apply for a refund. Refer to the [Registration Class Conversion job](#) aid for complete instructions. All fees are due, including license plate fees and the \$3 conversion fee.

- If the change to recreational class is being done at the time of renewal, refer to the [Change Registration Class](#) job aid for complete instructions. All fees are due, including license plate fees.

#### Commercial Venture

- A vehicle used full time or occasionally in a commercial venture does not qualify for recreational registration.
- If the toy hauler carries race cars, snowmobiles, motorcycles, watercraft, horses etc., to events where the owner competes for prize money or receives products and/or money for advertising a sponsor, commercial vehicle regulations and registration may apply. If your customer is uncertain as to whether commercial vehicle regulations apply to them, regulations apply to them, refer them to this

**If your customer is uncertain as to whether commercial vehicle regulations apply to them, refer them to this [pamphlet put together by the Minnesota State Patrol](#).**

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March 27, 2020 – Special Update

To: All Deputy Registrars and Driver's License Agents

Good afternoon,

We know the past few days have been both busy and stressful. We appreciate your patience as we work through this together.

DVS communications to you will continue through the Tuesday updates and posts under the resource tab on Info Hub.

You can access Info Hub from your home computers at [dvsinfohub.dps.mn.gov](https://dvsinfohub.dps.mn.gov).

#### **IMPORTANT COMPUTER INSTRUCTIONS**

*The following computer instructions were shared with you earlier today.*

As you prepare for the temporary closure of your office:

- Leave IDEMIA computers on - do not close them..
- You may close the computers used for MNLARS and Fast DS.

**Driver's Licenses and ID Cards:** Once it reaches his desk, Gov. Walz is expected to sign a bill passed by the Minnesota legislature that includes an extension for Minnesotans whose driver's licenses or ID cards expire during this time.

The bill extends the expiration date for any valid driver's license, instruction permit, provisional license, operator's permit, limited license, and farm work license that would expire during the peacetime

emergency. The expiration dates for these licenses will be extended for two months after the month the peacetime emergency ends.

**REAL ID:** U.S. Department of Homeland Security Acting Secretary Wolf issued a statement yesterday that officially extends the REAL ID effective date to **October 1, 2021**. We are updating all our online materials to reflect this change. To view his statement, [click here](#).

**Stay-at-Home Order:** Deputy registrars and driver's license agents are not exempt from the stay-at-home order.

- If your office is located near the Minnesota border, you are still required to close, even if some of your customers are out-of-state dealers.
- Dealers are allowed to stay open for limited sales and auto repair. If they sell a vehicle with no registration or expired registration they should follow regular procedures and issue a 21-day permit. The DVS office in Town Square will be closed so they cannot drop off work.

**DVS Operations:** DVS offices will be closed March 28-April 10.

To view the news release that went out earlier today, [click here](#).

The following DVS **operational functions** will continue:

- DVS staff able to telework will continue to process driver's license and title and registration applications submitted through your offices before the stay-at-home order took effect.
- PIC will be operational, however with a lower capacity for calls. We are encouraging customers to use the email contact forms on the DVS website ([drive.mn.gov](http://drive.mn.gov)).
- Mail renewals will continue to be processed through DHS, checks deposited and plate and stickers sent to customers.
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**MNDRIIVE teams will telework and continue work on the project.**

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March 27, 2020 Special Update

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**IMPORTANT COMPUTER INSTRUCTIONS**

As you prepare for the temporary closure of your office:

- Leave IDEMIA computers on - do not close them..
- You may close the computers used for MNLARS and FastDS.

Watch for more information later today.

**We will continue to send notifications through Gov. Delivery but will also post them under the resources tab on Info Hub. You can access Info Hub from your home computers at [dvsinfohub.dps.mn.gov](https://dvsinfohub.dps.mn.gov).**

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March 25, 2020 Special Update

To: All Deputy Registrars, Driver's License Agents and Dealers

Governor Tim Walz issued a stay-at-home order for Minnesota effective Friday, March 27, at 11:59 p.m. through April 10. Only essential services will remain open. Certain activities are allowed, such as outdoor exercise, obtaining food, gas, and needed supplies, seeking medical services, caring for others, and relocating due to safety or displacement. For more information [click here](#).

**What this means to you.**

Beginning Saturday, March 27:

- All driver's license agents and deputy registrar offices must close.
  - All Fast DS and motor vehicle work in your office must be fully processed. You cannot have any unprocessed work.
  - All financial deposits must be made by 11:59 p.m. on Friday, March 27. You cannot have open reports.
  - All inventory should be secured in your office for the duration of the stay-at-home order.
- All DVS offices will be closed.

- DVS staff that can do so will telework, processing applications and responding to public emails.
- The MNDRIVE project team will work remotely on the VTRS and Fast V11 to V12 project.
- Dealers: The order recognizes that motor vehicle repairs and limited sales are considered critical services and may continue during this period. According to the order, dealerships may conduct "sales that are necessary to allow for essential travel, when conducted by appointment, and only when CDC and MDH guidelines, including social distancing, can be met."

**Granting extensions for driver's licenses and ID cards requires a change to state law. The Minnesota legislature is scheduled to consider this topic on March 26. The Minnesota Department of Public Safety Driver and Vehicle Services division (DPS-DVS) will provide additional information and guidance if anything changes.**

**We know this is a challenging time and we appreciate all that you have done in the past several weeks to serve your communities. Complying with the Governor's stay-at-home order will make a positive difference for the health and safety of Minnesotans.**

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March 24, 2020

## What's New in This Update

- COVID-19 Messages
- DL-Veteran Indicator
- MV-Toy Hauler Reminder

*Correction: Part 1 of last week's MNDRIVE update was submitted by Nicole Duda not Lisa Duda.*

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## Today's News

COVID-19

**Office Closures**

The [office location page](#) on the DVS website has been modified. Search results will only display offices that are open. If services are limited, that information will display when the customer clicks the location details link.

### **Title Certification Training**

April title certification training and test-outs are cancelled. We hope to be able to resume training and testing in May, but will keep you updated.

### **Frequently Asked Questions**

DPS-DVS is addressing driver and vehicle services-related challenges Minnesotans are facing. [Visit the COVID-19 FAQ page for answers.](#)

## **DL – VETERAN INDICATOR**

The DD214 is the most recent separation form used by the military and until now was the only document accepted. However, several other documents were used as discharge papers before 1950. We've added those documents to the list of acceptable discharge papers.



The complete list is:

- DD214/NGB form 22 (National Guard)
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- WD AGO 53
- WD AGO 55
- WD AGO 53-55
- NAVPERS 553
- NAVMC 78PD
- NAVCG 553

Only the DD214 is listed in Fast DS. If a customer presents one of the other documents on the list:

1. Select YES to the DD214
2. Make a copy of the document per your guidelines and submit with the application.

If you have questions about acceptable documents, please reach out to the DL liaisons at 651-296-2038

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## **MV- Toy Hauler Reminder**

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use, these vehicles have been registered as CT trailers or Y class vehicles. DVS, in consultation with the Minnesota State Patrol, has determined that a toy hauler used exclusively for recreational purposes may register in the recreational class. The vehicle must meet all [recreational class requirements](#).

#### Recreational Registration

- Customers who already renewed registration but qualify for recreational registration may convert to the lower class and apply for a refund. Refer to the [Registration Class Conversion job](#) aid for complete instructions. All fees are due, including license plate fees and the \$3 conversion fee.
- If the change to recreational class is being done at the time of renewal, refer to the [Change Registration Class](#) job aid for complete instructions. All fees are due, including license plate fees.

#### Commercial Venture

- A vehicle used full time or occasionally in a commercial venture does not qualify for recreational registration.
- If the toy hauler carries race cars, snowmobiles, motorcycles, watercraft, horses etc., to events where the owner competes for prize money or receives products and/or money for advertising a sponsor, commercial vehicle regulations and registration may apply. If your customer is uncertain as to whether commercial vehicle regulations apply to them, regulations apply to them, refer them to this

If your customer is uncertain as to whether commercial vehicle regulations apply to them, refer them to this [pamphlet put together by the Minnesota State Patrol](#).

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1. Complete the [closure variance request](#). The form is available on Info Hub under the forms tab.
2. Indicate the specific reason for the closing. For example, COVID-19 or coronavirus.
3. List the length of time you will be closed. If you do not, we will list the closure in accordance with the Governor's recommendations for closures.
4. Have the **office appointee** sign the form.
5. Email the form to: Jason.ashby@state.mn.us Rachael.m.larson@state.mn.us  
dvs.mv.businessliaisons@state.mn.us dvs.dsco.issuing@state.mn.us

DVS staff are approving the closures as they receive them. A list of office closures is available on the DVS website under [office locations](#).

## MNDRIVE Update Part 1, by Lisa Duda, SME Dealers and Inventory

### **Inventory:**

- Liaisons will have to verify each inventory item marked as defective by a deputy registrar, replacing the current PS2842 process. Fees for audited items will be charged to the deputy registrar account within MNDrive. The plan is to handle payment as part of the office sweep. A receipt for the audited item will be created.
- The DVS inventory team will have a process in MNDrive to maintain series for virtual (on demand) inventory. Multiple inventory items will be able to share the same virtual series. This will replace the current spreadsheet-based system, and significantly reduce the number of series that need to be maintained manually.

### **Dealers:**

- Licensed motor vehicle dealers will fill out and submit an electronic version of the Title & Registration application in e-Services. This will allow them to calculate fees, generate the Title/Reg. application (PS2000) to be printed and signed, and produce a temporary permit to the customer. Generating the Title/Reg. application will allow deputy registrars to scan a barcode to populate the information entered by the dealer, which should help prevent data entry errors, and reduce processing times.

### **Inspections:**

- Vehicle inspections (VIN, Salvage, etc.) will be tracked within MNDRIVE and associated with the vehicle that was inspected. Passing an inspection may result in automatically clearing an inspection deficiency if specific criteria are met.

## MNDRIVE Update Part 2, by Lisa Melson, SME Financial Team

The financial team continues to work on the fees and fee structure with FAST. One of the benefits of developing a combined motor vehicle and driver services system is the ability to consolidate some functions, for example, the office closeout. We are working to create a single closeout for MV and DL agent offices instead of separate ones for motor vehicle and driver services. This streamlined process will be more efficient and accurate, and provide the following benefits:

- Office will submit only one deposit.



- Office will have a single MV/DL agent office number. For example, if you are currently Deputy Registrar office #35 and DL agent #691, you will now simply be #35.
- Allow for better visibility into customer transactions where both MV and DL are processed.
- Allow customers to make one payment for combined MV and DL transactions.

These are just a few of the ways a single closeout will be improved in MNDrive. Watch for more information to come as we complete this process.

## Disinfecting Office Electronics

Below are a few tips for cleaning and disinfecting your office electronics.

- Always turn off your electronic device and unplug it.
- Do not use any solutions or wipes that contain bleach or harsh chemicals. Keyboards have a special coating that bleach or harsh chemicals may damage.
- When using very moist disinfectant wipes, wring out any excess liquid before wiping down your device or equipment.
- Do not spray solutions directly onto electronics.
- Avoid getting moisture into keyboards or USB ports.
- Visit the manufacturer's website for guidance on cleaning your machine.

## DL – Scanning Passports

Please take care to not damage any passports when scanning these documents. Some passports do not fit into the Panasonic scanners because they are extended page passports (have more pages and are thicker). If you are unable to properly scan without damage, you can make copies of pages and then scan them in if you have a scanning option. You can also use a flatbed scanner if available.

## MV - Document Preparation and Mail Preparation Job Aids

Revisions were made to these documents after last month's "Time with Todd & Brian" episode and are available on the Deputy Support page.

Doc prep was updated with the following items added to the list of documents NOT to send:

- Bank Deposit Slips
- Printed Closeout Reports
- Defective/Missing/Returned Stickers/Plates forms (PS2842), plates, stickers or title stock
- 60 Day Permit Reconciliations
- PS2010's for plates issued at your office
- Cash

- Photocopies of docs already scanned in

The mail prep job aid was updated to provide clear direction on items that should not be barcoded, and instead placed on top of the work:

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- Request for Administrative Review of License Plate Impoundment Order

OS titles without a deficiency that have a Title Status/Title Application Status of Submitted/Approved (see the *Clear Conditional Registration Job Aid* for more information). Place a note that says "Issue Title" on the OS Title.

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Deputy registrars should not issue duplicate plates or duplicate titles to a dealer unless the motor vehicle record shows the vehicle is being held for resale by that dealer or the dealer is the owner on record.

### MV - Quick Reference Guide Updates

**The fee chart quick reference guide and the technology surcharge quick reference guide have been updated and are available on Info Hub under the resources tab.**

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March 20, 2020 – Special Update

To: All DL Offices and Exam Stations

TO: DL Stations and Exam Stations

From: Driver Services

RE: Documents submitted

DVS imaging is set up for single sided scanning.



All driver license documents sent to Central Office for scanning should be single sided.

Applications sent with double-sided documents will have to be rescanned at central office causing a delay in issuing a credential.

When you make copies of documents, please make single sided copies.

Thank you. We appreciate your assistance with this request.

If you have any questions please reach out to your DL Liaison team at

651-296-2038  or 800-536-0049  or

**by email at: [DVS.DSCO.Issuing@state.mn.us](mailto:DVS.DSCO.Issuing@state.mn.us)**

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## March 17, 2020 – Special Update

To: All Deputy Registrars and Driver's License Agents

Dear partners:

We understand the employee impacts from the spread of the COVID-19 virus and we share those concerns for the Minnesotans we serve and for our own employees. The department is following closely the information provided by the [Minnesota Department of Health](#) and the [Center for Disease Control](#) on measures to help prevent or control the spread of the COVID-19 virus and we have taken steps to help keep customers and our staff safe and healthy.

DVS sent a message in the DVS Update this morning on the procedures for office closures. If an office wishes to close, they should notify DVS by using the [Closure Variance Request form](#) that is available on Info Hub. We ask that the office give us the specific reason for the closure as well as the length of time for the closure. These should be sent by email to these four email addresses:

[Jason.ashby@state.mn.us](mailto:Jason.ashby@state.mn.us), [Rachael.m.larson@state.mn.us](mailto:Rachael.m.larson@state.mn.us), [dvs.mv.businessliaisons@state.mn.us](mailto:dvs.mv.businessliaisons@state.mn.us) [dvs.dsko.issuing@state.mn.us](mailto:dvs.dsko.issuing@state.mn.us)

**While we are taking steps to protect the safety and health of our customers and staff, no actions have been taken to extend the expiration dates of driver licenses or vehicle registrations at this time. Should these measures or others be enacted, DVS will keep the public and our business partners informed as quickly as possible.**

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## March 17, 2020

## Today's News

### Office Closures Due to COVID-19 Virus

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## Previous News

Driver and Vehicle Services Info Hub  
Motor vehicle and drivers license information

Home Resources ▾ Dep. Registrars ▾ DL Agent / Exam ▾ Forms ▾ Title / Transfer ▾ Registration ▾ Sales ▾

Lat

Info Hub Shortcuts  
MNDRIVE | Driver Licensing | Registration | Titles

Data Practices Price Guide Quick References

We've updated the [desktop/system requirements document](#). You'll find it under the MNDRIVE link on Info Hub.

## REAL ID Update

The REAL ID deadline is just 205 days away. Make sure you're prepared.

Minnesotans who need to have a REAL ID or enhanced driver's license in hand by Oct. 1, 2020, should apply for their credentials by June 15

**Beginning Oct. 1, 2020**, Minnesotans will not be able to use their standard driver's license or ID card to board domestic flights or enter federal facilities. Instead, they will need a REAL ID, enhanced driver's license or ID card, passport or passport card or [another acceptable form of identification](#) for federal purposes.

Spread the word! Follow DVS on [Facebook](#) and [Twitter](#) and share our posts with your followers. Visit [REALID.dps.mn.gov](#) for additional resources for your office.

### Video Resources

- [REAL ID Message from Governor Tim Walz](#)
- [Pre-Apply at REALID.dps.mn.gov 30-Second PSA](#)
- [Be REAL ID Ready by October 2020 Video](#)

## Training Reminder

Todd and Brian training sessions are next week on March 17 and 18. Refer to the Previous News section of this update for complete details.

## DL - Venezuelan Passport Extension

The Venezuelan government extended the printed expiration dates on Venezuelan passports for an additional five years

The U.S. Department of State and the U.S. Citizenship and Immigration Services (USCIS) recognizes the extension of passport validity for visa issuance and other consular purposes.

Driver's license agents should add five years to the expiration date of all Venezuelan passports when used as proof of lawful presence for status checks and application processing, provided all other requirements are met.

## DL - Systematic Alien Verification for Entitlement (SAVE)

Scan a copy of documents to the record for individuals who are applying for a REAL ID but are not passing the SAVE verification in FastDS. This will ensure a faster turnaround time when the application is processed.



## DL – Vision Machine Cleaning

Out of concerns for public health, please have disinfecting wipes at each vision screening workstation and clean machines between customer vision screenings. Thank you.

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## March 10, 2020 – Special Update

### Minnesota REAL ID Update

Good afternoon:

Flying soon? Minnesotans can now conveniently apply for their REAL ID inside Terminal 1 at the Minneapolis-St. Paul International Airport (MSP).

The Minnesota Department of Public Safety Driver and Vehicle Services division (DPS-DVS) opened a REAL ID office March 1, inside Terminal 1 in the MSP mall area, next to the Prince store. Staff will be there Monday-Friday, 9 a.m. – 5 p.m. to answer REAL ID questions and accept REAL ID applications.

**Beginning Oct. 1, 2020**, every air traveler 18 years of age or older will need a REAL ID, enhanced driver's license or ID, passport or passport card or [another acceptable form of ID](#) to fly within the United States or enter federal facilities.

DPS-DVS officials are asking Minnesotans to apply for their REAL ID or enhanced driver's license **by June 15**, if they need to have their credentials in hand by Oct. 1, 2020.

You can find more information about the new REAL ID Airport Office in the [March REAL ID Update](#)

### Video Resources

- [REAL ID Message from Governor Tim Walz](#)
- [Pre-Apply at REALID.dps.mn.gov 30-Second PSA](#)
- [Be REAL ID Ready by October 2020 Video](#)

### Stay Updated

You can stay up to date with the latest REAL ID information by visiting:

- [dps.mn.gov](https://dps.mn.gov)
- [The DVS Facebook page](#)
- [The DVS Twitter feed](#)

DPS will be sending regular updates with helpful tips, so continue monitoring the REAL ID website for information.

## Frequently Asked Questions


### **Can I apply for a Minnesota REAL ID by mail while out of state?**

- No. All REAL ID applications must be submitted, along with required documents, in person at a local DVS exam station, deputy registrar office or driver's license agent office.

### **If I want to apply for a REAL ID or enhanced driver's license but do not have the correct documents, can I simply apply for a standard driver's license?**

- Yes. If you are at your local office and decide you want to apply for a standard driver's license instead of a REAL ID or enhanced driver's license, you may do so. If you already submitted an application for a REAL ID or enhanced driver's license, receive a letter in the mail stating more documentation is required and wish to change your application to a standard driver's license, you must return to your local office to apply for a standard driver's license. You will receive a refund for your previous application, with the exception of the \$8 filing fee, and will pay the standard driver's license fees.

### **Why is it taking so long to receive my driver's license?**

- DPS-DVS updates [current processing times](#) on a weekly basis online. Minnesotans who have been waiting longer than the posted dates should contact DPS-DVS directly at [dvs.driverslicense@state.mn.us](mailto:dvs.driverslicense@state.mn.us) or 651-297-3298 . Include your full name and date of birth with your question in the email.

DPS-DVS is currently processing REAL ID applications from Jan. 15, and is working to process driver's license and ID card applications as quickly as possible. This effort includes:

- Hiring 12 additional staff members to process REAL ID and enhanced driver's license or ID card applications.
- Offering voluntary overtime to additional DVS staff who can process applications in addition to their other workload.
- Taking steps to allow DVS exam staff to process applications in addition to their other workload.

## Please Share this Information!

Please share this information with your **[business partners, customers, clients, family, friends, colleagues, etc.]** DPS appreciates your partnership in sharing this valuable information.

Please contact DVS at 651-297-3298  or [dvs.driverslicense@state.mn.us](mailto:dvs.driverslicense@state.mn.us) if you have any questions.

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## March 10, 2020

### What's New in This Update

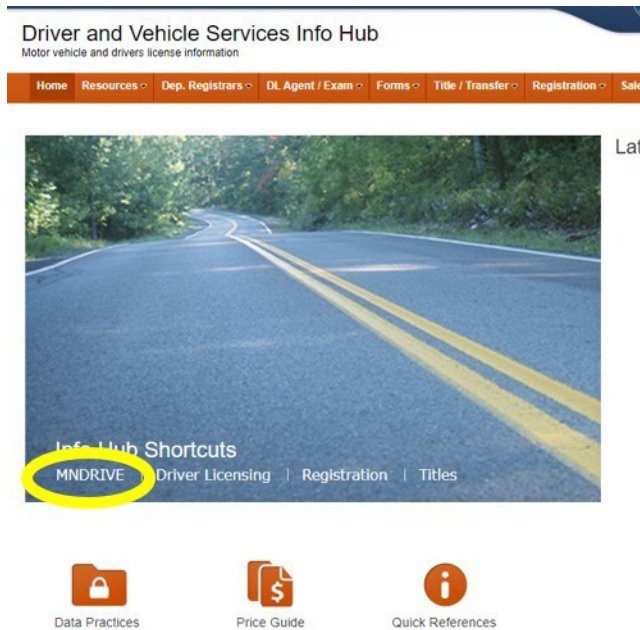
- Updated Desktop/System Requirements
- REAL ID Update
- Training Reminder
- Venezuelan Passport Extension
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- Vision Machine Cleaning

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## Previous News

### MV - Correction: Office Closures During MNDRIVE Implementation

There was a misprint in the last DVS Update about the dates of the closure during MNDRIVE implementation.

It will be necessary to close offices from Wednesday Nov. 11, through Sunday Nov. 15. Offices will be open for business on Monday Nov. 16.

### DL - IDEMIA Camera update

On Wed., March 4, Idemia will be doing a certificate update to all DL workstations. Do not power down your workstations Wednesday night. Once they have installed the new certificates, they will ensure that all workstations can connect to WebEnrollment and image server. We do not expect any issues for offices on Thursday, but if you do experience any issues, please contact Idemia at 1-800-495-9533 . Keep this number available as any technical issues with the camera you should contact them directly.

## DL - MSP REAL ID Office

Driver's now have another option when applying for a REAL ID. A REAL ID office is now open at the MSP airport. This office is staffed Monday through Friday, 9 a.m. to 5 p.m. The office is located past the TSA security checkpoint. Staff will assist ticketed Minnesotans who are applying for a REAL ID by appointment only. Watch for a news conference at the airport on Thursday March 4.

## MNDRIVE Update

*Contributed by Cynthia Sondreal, Vehicle Services Title and Registration Subject Matter Expert*

The title and registration team continues moving forward on the VTRS project. Here are a few processes that we have been working on.

**Adding deficiency letters** The title and registration team is working to compile and update deficiency letters. A system of case papers will list similar deficiencies under a common heading, allowing users to select the deficiency letter that best fits the situation. Multiple deficiencies, whether financial or information requests, can be added to a vehicle record.

**Clearing deficiency letters** Once the fee or document is submitted to clear a deficiency, the user will indicate that the requirement has been submitted. Based on the type, the deficiency will either be cleared immediately or sent for additional review. When multiple deficiencies exist on a record, the user will be able to clear one deficiency, while keeping the other deficiencies active on the record.

**Lien Management** Lien management functions are located under a single transaction type. A user can add a new lien to a record, release a lien, assign a lien to a new owner, and request a duplicate lien card.

**Dealer Conditional** Dealer conditional transactions will no longer be a deficiency. The title application is held in a dealer conditional status until the required document is submitted. When the outstanding document is received, it is associated with the previous application, which then goes to the title review queue as a complete transaction.

## DL & MV - Training: Time with Todd & Brian

Join Todd and Brian in a review of DVS processes. Although the sessions are not required, attendance is strongly encouraged. The training provides valuable information that helps ensure all staff are following DVS processes accurately.

Eight identical sessions will cover the following information:

### **Motor Vehicle Segment**

- **Office Closeout Reminder:** A reminder of the requirements for completing office closeouts by the end of the next business day, and only keeping closeouts opened when issues arise.
- **1-Tons.** A continuation of the discussion surround which trucks qualify as 1-Tons. Pickups larger than 1-Ton are being inadvertently put in the 1-Ton class. This segment will provide tips for spotting bigger trucks.

#### **Driver Services Segment:**

- **Legal Name Change.** A review of the rules and procedures surrounding proof of legal name change for Real ID and EDL/EID.
- **Temporary Lawful Status.** Review of the rules and procedures for Real ID and EDL/EID.
- **Driver Service Documents.** Interactive review of the proper way to assemble and send in driver services documents.

#### **Viewer's Choice Segment**

- **Lien Cards:** Basic review of which pieces of information are most critical to review when examining lien release cards.
- **USDOT #:** An interactive review of the basic requirements surrounding the USDOT number.
- **MNDRIVE Segment.** An update on the project, as well as a demo of a transaction in the system.

#### **Webex Schedule**

##### **Tuesday, March 17 Password: trainmar (NOTE: This is a new password!)**

- 7:00 – 8:00 a.m. [http://bit.ly/twtb7\\_1](http://bit.ly/twtb7_1)
- 8:30 – 9:30 a.m. [http://bit.ly/twtb7\\_2](http://bit.ly/twtb7_2)
- 10:00 - 11:00 a.m. [http://bit.ly/twtb7\\_3](http://bit.ly/twtb7_3)
- 1:30 – 2:30 p.m. [http://bit.ly/twtb7\\_4](http://bit.ly/twtb7_4)

##### **Wednesday, March 18 Password: trainmar (NOTE: This is a new password!)**

- 10:00 - 11:00 a.m. [http://bit.ly/twtb7\\_5](http://bit.ly/twtb7_5)
- 1:30 – 2:30 p.m. [http://bit.ly/twtb7\\_6](http://bit.ly/twtb7_6)
- 3:00 – 4:00 p.m. [http://bit.ly/twtb7\\_7](http://bit.ly/twtb7_7)
- 5:00 – 6:00 p.m. [http://bit.ly/twtb7\\_8](http://bit.ly/twtb7_8)

#### **Difficulty joining a session?**

Several individuals experienced difficulty joining a session last month. After clicking one of the links, they received an error in the WebEx portal that the meeting had ended or been cancelled. We apologize for this issue. Cisco was contacted, and while they investigated the issue, they were not able to successfully pinpoint the root cause of the issue. Cisco offered the following tips if the issue is experienced in the future:

1. Close all open browser windows.
2. Open your web browser.
3. Copy and paste the entire join link from the invitation email into your web browser's address bar and press Enter.
4. Continue joining the meeting normally.
5. You may need to repeat this process 2-3 times.


If you are still unable to connect, email [mnlars.training@state.mn.us](mailto:mnlars.training@state.mn.us) for a direct invitation. The training team connects 15 minutes prior to the start time, so you are encouraged to try to join a webinar 5-10 minutes before the start time.

### **Using WebEx**


The format for the online training is Webex. It is important that you enable the audio function to get the full benefit of the training.

- [Instructions for Joining WebEx](#)
- If you have trouble connecting, email [todd.oseby@state.mn.us](mailto:todd.oseby@state.mn.us)

### **Accommodations**

If you need an accommodation due to a disability that affects your access to this training, please contact the Department of Safety's ADA Coordinator (Lynn Mueller) at 651-201-7173  or at [lynn.mueller@sate.mn.us](mailto:lynn.mueller@sate.mn.us) to request an accommodation. For all other questions or concerns, contact MNLARS Training at [MNLARS.Training@state.mn.us](mailto:MNLARS.Training@state.mn.us)

### **DL - Residency Document Questions for REAL ID and EDL**

For questions regarding acceptable residency documents for REAL ID/EDL, contact the DSCO procedural line at **651-296-2038** .

The following prompts will guide you to DSCO: Press 2 for DL procedures followed by pressing 1 for general DL questions.

### **DL - Reminder: Voided Credentials**

Individuals who have a letter to void their previous credential; be sure to scan/copy the voided credential into FAST.



## DL - Cropped Photos

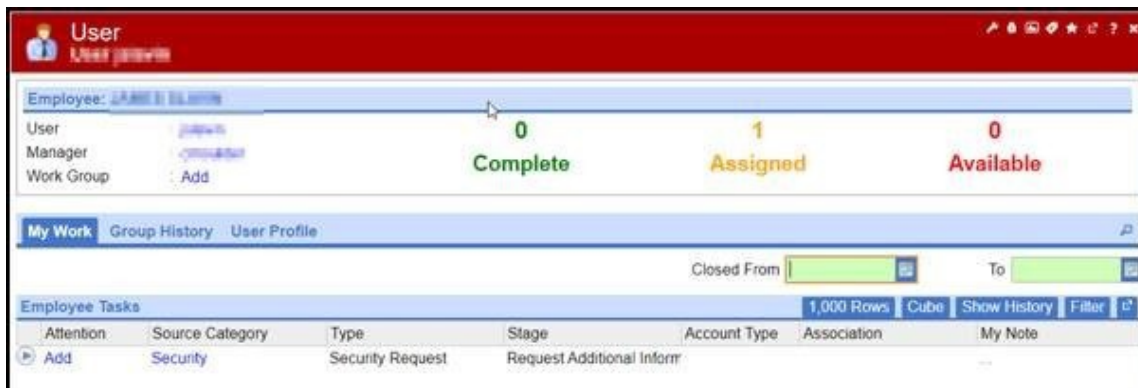
IDEMIA cameras are setup to take a photo with the required measurements. Do not crop photos unless it is necessary for a customer. Cropping photos will delay the card and potentially have the customer return for a new photo.

## DL - Security Request Cases – Request Additional Information

A DUR can use the security request case to request updates to a user's security. A request may include adding/removing permissions or transferring a user to a different office or role. Sometimes, the security team needs more information from you to complete your request. A case where more information is required will be staged to "Request Additional Information" and will show up in your **My Work** manager.

*If you receive a case back in the "Request Additional Information" stage:*

1. From the New Manager screen, access the My Work manager.
2. Click the *Security* hyperlink in the Source Category column.



3. Click the **Edit** section button on the case.
4. Update the note in the **Reason** field.
5. Save and stage the case back to "Submit for Review".

For additional information on submitting a Security Request, see the FastDS Help article titled, "**Adding a Security Request Case**".

## Voter Registration

We are nearing another presidential election, and the [Office of the Minnesota Secretary of State](#) has posted useful information about voter registration on their website. You can order voter registration posters and other materials for no fee. Just [click here](#).

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## March 3, 2020

### What's New in This Update

- Office Closure MNDRIVE Implementation
- IDEMIA Camera update
- MSP REAL ID office
- MNDRIVE Update
- Training: Todd and Brian Update
- Residency Documents
- Voided Credentials
- Cropped Photos
- Security Requests
- Voter Registration

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## Today's News

### MV - Correction: Office Closures During MNDRIVE Implementation

There was a misprint in the last DVS Update about the dates of the closure during MNDRIVE implementation.

It will be necessary to close offices from Wednesday Nov. 11, through Sunday Nov. 15. Offices will be open for business on Monday Nov. 16.

### DL - Idemia Camera update

On Wed., March 4, Idemia will be doing a certificate update to all DL workstations. Do not power down your workstations Wednesday night. Once they have installed the new certificates, they will ensure that all workstations can connect to WebEnrollment and image server. We do not expect any issues for offices on Thursday, but if you do experience any issues, please contact Idemia at 1-800-495-9533 . Keep this number available as any technical issues with the camera you should contact them directly.

## DL - MSP REAL ID Office

Driver's now have another option when applying for a REAL ID. A REAL ID office is now open at the MSP airport. This office is staffed Monday through Friday, 9 a.m. to 5 p.m. The office is located past the TSA security checkpoint. Staff will assist ticketed Minnesotans who are applying for a REAL ID by appointment only. Watch for a news conference at the airport on Thursday March 4.

## MV - MNDRIVE Update

Contributed by Cynthia Sondreal, Vehicle Services Title and Registration Subject Matter Expert

The title and registration team continues moving forward on the VTRS project. Here are a few processes that we have been working on.

**Adding deficiency letters** The title and registration team is working to compile and update deficiency letters. A system of case papers will list similar deficiencies under a common heading, allowing users to select the deficiency letter that best fits the situation. Multiple deficiencies, whether financial or information requests, can be added to a vehicle record.

**Clearing deficiency letters** Once the fee or document is submitted to clear a deficiency, the user will indicate that the requirement has been submitted. Based on the type, the deficiency will either be cleared immediately or sent for additional review. When multiple deficiencies exist on a record, the user will be able to clear one deficiency, while keeping the other deficiencies active on the record.

**Lien Management** Lien management functions are located under a single transaction type. A user can add a new lien to a record, release a lien, assign a lien to a new owner, and request a duplicate lien card.

**Dealer Conditional** Dealer conditional transactions will no longer be a deficiency. The title application is held in a dealer conditional status until the required document is submitted. When the outstanding document is received, it is associated with the previous application, which then goes to the title review queue as a complete transaction.

## DL & MV - Training: Time with Todd & Brian

Join Todd and Brian in a review of DVS processes. Although the sessions are not required, attendance is strongly encouraged. The training provides valuable information that helps ensure all staff are following DVS processes accurately.

Eight identical sessions will cover the following information:

## Motor Vehicle Segment

- **Office Closeout Reminder:** A reminder of the requirements for completing office closeouts by the end of the next business day, and only keeping closeouts opened when issues arise.
- **1-Tons.** A continuation of the discussion surround which trucks qualify as 1-Tons. Pickups larger than 1-Ton are being inadvertently put in the 1-Ton class. This segment will provide tips for spotting bigger trucks.

## Driver Services Segment:

- **Legal Name Change.** A review of the rules and procedures surrounding proof of legal name change for Real ID and EDL/EID.
- **Temporary Lawful Status.** Review of the rules and procedures for Real ID and EDL/EID.
- **Driver Service Documents.** Interactive review of the proper way to assemble and send in driver services documents.

## Viewer's Choice Segment

- **Lien Cards:** Basic review of which pieces of information are most critical to review when examining lien release cards.
- **USDOT #:** An interactive review of the basic requirements surrounding the USDOT number.

MNDRIVE Segment. An update on the project, as well as a demo of a transaction in the system.

## Webex Schedule

**Tuesday, March 17** **Password: trainmar (NOTE: This is a new password!)**

7:00 – 8:00 a.m. [http://bit.ly/twtb7\\_1](http://bit.ly/twtb7_1)

8:30 – 9:30 a.m. [http://bit.ly/twtb7\\_2](http://bit.ly/twtb7_2)

10:00 - 11:00 a.m. [http://bit.ly/twtb7\\_3](http://bit.ly/twtb7_3)

1:30 – 2:30 p.m. [http://bit.ly/twtb7\\_4](http://bit.ly/twtb7_4)

**Wednesday, March 18** **Password: trainmar (NOTE: This is a new password!)**

10:00 - 11:00 a.m. [http://bit.ly/twtb7\\_5](http://bit.ly/twtb7_5)

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3:00 – 4:00 p.m. [http://bit.ly/twtb7\\_7](http://bit.ly/twtb7_7)

5:00 – 6:00 p.m. [http://bit.ly/twtb7\\_8](http://bit.ly/twtb7_8)

**Difficulty joining a session?**

Several individuals experienced difficulty joining a session last month. After clicking one of the links, they received an error in the WebEx portal that the meeting had ended or been cancelled. We apologize for this issue. Cisco was contacted, and while they investigated the issue, they were not able to successfully pinpoint the root cause of the issue. Cisco offered the following tips if the issue is experienced in the future:

1. Close all open browser windows.
2. Open your web browser.
3. Copy and paste the entire join link from the invitation email into your web browser's address bar and press Enter.
4. Continue joining the meeting normally.
5. You may need to repeat this process 2-3 times.


If you are still unable to connect, email [mnlars.training@state.mn.us](mailto:mnlars.training@state.mn.us) for a direct invitation. The training team connects 15 minutes prior to the start time, so you are encouraged to try to join a webinar 5-10 minutes before the start time.

### **Using WebEx**


The format for the online training is Webex. It is important that you enable the audio function to get the full benefit of the training.

- [Instructions for Joining WebEx](#)
- If you have trouble connecting, email [todd.oseby@state.mn.us](mailto:todd.oseby@state.mn.us)

### **Accommodations**

If you need an accommodation due to a disability that affects your access to this training, please contact the Department of Safety's ADA Coordinator (Lynn Mueller) at 651-201-7173  or at [lynn.mueller@sate.mn.us](mailto:lynn.mueller@sate.mn.us) to request an accommodation. For all other questions or concerns, contact MNLARS Training at [MNLARS.Training@state.mn.us](mailto:MNLARS.Training@state.mn.us)

### **DL - Residency Document Questions for REAL ID and EDL**

For questions regarding acceptable residency documents for REAL ID/EDL, contact the DSCO procedural line at **651-296-2038** .

The following prompts will guide you to DSCO:

Press 2 for DL procedures followed by pressing 1 for general DL questions.

## DL - Reminder: Voided Credentials

Individuals who have a letter to void their previous credential; be sure to scan/copy the voided credential into FAST.

## DL - Cropped Photos

Idemia cameras are setup to take a photo with the required measurements. Do not crop photos unless it is necessary for a customer. Cropping photos will delay the card and potentially have the customer return for a new photo.

## DL - Security Request Cases – Request Additional Information

A DUR can use the security request case to request updates to a user's security. A request may include adding/removing permissions or transferring a user to a different office or role. Sometimes, the security team needs more information from you to complete your request. A case where more information is required will be staged to "Request Additional Information" and will show up in your **My Work** manager.

*If you receive a case back in the "Request Additional Information" stage:*

1. From the New Manager screen, access the My Work manager.
  1. Click the *Security* hyperlink in the Source Category column.



2. Click the **Edit** section button on the case.
3. Update the note in the **Reason** field.
4. Save and stage the case back to "Submit for Review".

For additional information on submitting a Security Request, see the FastDS Help article titled, “**Adding a Security Request Case**”.

## Voter Registration

We are nearing another presidential election, and the [Office of the Minnesota Secretary of State](#) has posted useful information about voter registration on their website. You can order voter registration posters and other materials for no fee. Just [click here](#).

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## Previous News

### What's New on Info Hub

The DVS Communications team has been updating and reorganizing the information on Info Hub since the beginning of the year.

One of the more noticeable changes is the resources tab on the orange navigation bar. It now follows the Home tab.

- We added turnaround time information to the resources menu.
- You'll find the answers to the questions raised during recent webinars about the new deputy registrar agreement.

We added dealer lookup – a searchable list of active and inactive dealers for the last three years.

## February 25, 2020

### What's New in This Update

- What's New on Info Hub
- MNDRIVE Updates
- DL-New Applications
- DL-Photocopy of Driver's License for REAL ID/EDL Applications

- [DL-Batch Report](#)
- [DL- REAL ID FAQ](#)
- [DL REAL ID News](#)

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## Today's News

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# Driver and Vehicle Services Info Hub

Motor vehicle and drivers license information

Home

Resources ▾

Dep. Registrars ▾

DL Agent / Exam ▾

Forms ▾

Title / Transfer ▾

Registration

## Resources

- Turnaround
- Weekly Updates

### 📁 Training

### 📁 Quick Reference Guides

- Legislative Bulletins
- Meeting Minutes
- Tax Manuals / Price Guides
- PIC Resources
- Calculators
- State Holidays
- Dealer Lookup

Expand All

Collapse All

## RESOURCES

[New Deputy Agreement - Q&A Sessions](#)

The work on Info Hub continues. In the meantime if you have suggestions please send them to [dvs.communications@state.mn.us](mailto:dvs.communications@state.mn.us)

## MNDRIVE Updates

**Office closures during implementation:** It will be necessary to close offices from November 11 through November 16, 2020 as the vehicle portion of MNDRIVE is implemented and the driver's license portion is updated. DVS will develop signs, news releases and public information as we get closer to that time. Watch for more information in the weeks ahead.

**Message from the Training Teams** Submitted by Tina Rabideau, DVS Training Manager and Roxy Steinberg, FAST Training Manager.

The DVS and FAST training teams have been working on the MNDRIVE project since December 2019. Our goal is twofold: to help all system users have a successful rollout and to ensure an effective long-term training approach is in place after the initial launch in November.

- **Partnerships** The DVS training team has partnered with FAST to learn the intricacies of the new system and the structure of the FAST training program. We are developing the knowledge

needed to lead DVS through the system roll out. We've also partnered with the deputy liaison and support team in a series of weekly sessions to ensure they are prepared to support deputy registrars and driver's license agents.

- **Early System Exposure** The DVS and FAST training teams are working to provide opportunities for field and headquarters staff to see what MNDRIVE looks like. We want users to be comfortable with the system prior to any formal training. One opportunity was a series of "test drive" office visits throughout the state to introduce the system to users. More of these will be scheduled in the near future – watch for upcoming information. Also, nine sessions were held for DVS headquarter staff that provided them with an overview of the system for new and continuing users. The sessions highlighted similarities and differences between versions of the system, stressing the system terms and structure, and showing the integration of driver and vehicle information. Finally, the team is providing information and demonstrations in monthly webinars for deputy registrars, driver's license agents and dealers.
- **Recruiting** The team is working alongside deputy registrar subject matter experts (SMEs) to recruit deputy registrar and driver's license agent staff to actively participate on the project team as testers, trainers and power users. The [MNDRIVE Training Program Participation Opportunities](#) document explains the roles in greater detail. It is available on Info Hub and in the FastDS Help Manager. Involvement and feedback from deputy registrar and driver's license agent staff will ensure the most functional and effective system at rollout. Get involved early and be an integral part of the successful MNDRIVE rollout.

**Deputy Registrar Subject Matter Experts.** The following deputy registrars are subject matter experts on the MNDRIVE project. If you have questions about the project, please reach out to them at:

- [Gaye.Smith@state.mn.us](mailto:Gaye.Smith@state.mn.us)
- [Joseph.Heider@state.mn.us](mailto:Joseph.Heider@state.mn.us)
- [Colton.Seisler@state.mn.us](mailto:Colton.Seisler@state.mn.us)
- [Jared.M.OReilly@state.mn.us](mailto:Jared.M.OReilly@state.mn.us)

## DL-New Driver's License Applications

The new driver's license applications no longer have an identified space for the customer to write in their social security number (SSN). Instead there is an area marked "For Office Use Only." This is intentional so an SSN is not inadvertently disclosed to others while waiting in line for service. You need to direct your customers to write their SSN in the area marked "For Office Use Only."

## DL-Reminder: Copy of DL's for REAL/EDL Applications

You will need to **make a copy** of an individual's driver's license if it is being provided as a proof of residency/proof of photo document.

- Scanning station: Copy should be scanned into FAST DS with the application.
- Non-scanning station: A copy should be mailed in with the application (see submit batch report instructions below).

## DL- Submit Batch Report

There should be one batch per day. Multiple batches can be mailed in a single envelope to the DVS central office at **least once a week** for both scanning and non-scanning stations.

The correct order for each batch is:

- Disability applications.
- Miscellaneous supporting documents without applications (i.e. individuals providing requested documents).
- Summary page with a copy of the deposit slip (if applicable).
- Applications and supporting documents sorted by credential type (i.e. standard, Real ID & EDL). Bind with either one paper clip or rubber band for each credential type.
- DO NOT paperclip each application with its supporting documents.
- DO NOT use staples.

You **must** send batches that contain any REAL/EDL applications by trackable mail.

Mail batches to: 445 Minnesota St., Suite 175, St. Paul, MN 55101

## DL - REAL ID FAQ's:

### **Proof of legal name change.**

- If a customer is recently married, divorced, or has a court ordered name change within the past six months proof documents will be accepted with maiden name.
- If a customer is recently married, divorced, or has a court ordered name change more than six months old, all proof documents must be in the individual's current legal name

### **Temporary Lawful Status**

Individuals who have a temporary stay and would like a REAL ID, must have the following documents to be eligible:

- Valid US Visa
- Valid Foreign Passport
- Valid I-94 (a 797 C with I-94 at the bottom of it will be acceptable)

**Original Documents** The customer must present originals for you to view. Once you view the originals, make a copy and stamp them “viewed originals”.

## REAL ID News

Gov. Tim Walz encourages Minnesotans to be REAL ID ready by Oct. 1, 2020. View the governor’s message [here](#).

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## Previous News

### Data Services

Each January, staff must review and sign “[Policy 125-1000 "Security and Confidentiality of Data and Records](#).” If your office has not updated the policies, please do so. The policy does not need to be returned to Data Services. Each office should retain the document for their records. Data Services can request that offices provide individual policies to at any time.

### DL – Emergency Contact Information Forms

This form is now live. A few reminders:

Individuals adding emergency contact information for the first time, must submit the form in person with a credential application.

- **Scanning Offices:** Scan form with other supporting documents and FAST app.
- **Non-Scanning Offices:** Submit form with your batches.

Individuals who previously submitted contact information and wish to change or remove their emergency contact information, should complete the form and mail to DVS (address is on the form).

## MV – Appointment Agreement Update

We are currently conducting weekly WEB X meetings with deputy registrars to receive feedback on changes to the Deputy Appointee Agreement. Changes in the agreements highlight four main themes: Technology, Training, Policies and Customer Service. We expect the new agreements to be finalized and implemented prior to MNDRIVE launch Nov. 2020. You can view the Q & A and draft agreement document on [Info Hub](#).

## MV – Tech Fee Refunds

We anticipate refunds due for tech fee surcharges will begin being processed on Feb. 18. Your customers should start to receive checks 10-14 business days from that date. We expect 3,000-5,000 checks generated daily. There are approximately 150,000 refunds to be processed. We expect that all checks will be issued within a month and a half or two months.

We want to thank you for your cooperation on the tech fee surcharge change and in processing the necessary paperwork. Going forward the monthly number of refunds should be minimal with these processing changes being made at the offices.

## MNDRIVE Update, part 1

*Contributed by Jared O'Reilly, Deputy Registrar*

The conversion team has been working since the project began in September. A few things we would like to note about the conversion part of the project:

- **Title Notices/Brands** When the title notices on MNLARS (such as removed from state, held for resale, junked, report of sale, ect.) are converted, there will be a distinct box on the account showing there is a notice/brand. This will prevent/stop errors from happening on incorrect vehicles.
- **Converting bad MNLARS data** The conversion team is identifying fixes/corrective actions that will need to be put in place before, during, and after conversion. The main focus is to make sure that the data transferred from MNLARS is useable and accurate.

**Partial and Full Mocks** We are performing partial mocks every week. These mocks consist of a small amount of actual vehicle records from MNLARS. They are used to verify the accuracy of the data converted from MNLARS. If discrepancies are found while verifying the data, the record is failed to have fixes/corrective actions taken. The conversion team just completed our first full mock. These full mocks will be continued in the testing environment to verify that a variety of transactions can be performed on converted data without errors occurring.

## MNDRIVE Update, part 2

*Contributed by Gaye Smith, Deputy Registrar Financial Subject Matter Expert, Lisa Melson Vehicle Services Financial Subject Matter Expert and Dan Stluka Vehicle Services Financial Lead Expert*

- Fees for passenger registration, MSRP plus destination have been developed based on current state law. There was a Vehicle Registration Task Force meeting on Feb. 6 to look at possible ways to collect registration taxes that would be revenue neutral. Any changes to our current law of MSRP plus Destination would take legislative action. In order for this to affect rollout on November 16 FAST needs the new requirements by March 1, 2020.
- A crosswalk of fees and taxes is being developed. It will contain an all-encompassing list of valid motor vehicle fees and taxes along with transaction types, statutes, and speed chart keys. The Crosswalk will consolidate, into one document, the variety of documents that a user currently needs in order to properly verify finances, such as the Motor Vehicle Fee Chart, County Wheelage Tax chart, Plate and Sticker Fees, Sales Tax Exemption chart, and Dealer Plate and License fee chart. This will make it easier for system developers, testers, and trainers to determine that MNDrive is accurately charging the proper fees, and also to reference statute should a question arise.

It is essential that all motor vehicle fees and taxes are accurately mapped to their corresponding speed chart keys - so fees are distributed to the appropriate account(s). For example, if a customer renews their vehicle registration through the mail or online, a typical transaction consists of registration tax, wheelage Tax (if the customer's vehicle is in participating county) and a filing fee. Each separate element is mapped with a corresponding speed chart key. These speed chart keys are essentially short-cut identifiers for much longer financial accounting strings. Correct registration tax mapping ensures all registration taxes are distributed to the appropriate Fund

## February 18, 2020

### What's New in This Update

- Data Services
  - DL – Emergency Contact Form
  - MV - Deputy Agreement
  - MV – Tech Fee Surcharge
  - MV – MNDRIVE
  - DL – Emergency Contact Form
- 

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### **MV – MNDRIVE Minute, part 1**

Contributed by Jared O'Reilly, Deputy Registrar

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## Previous News

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## DL – Fast Track FAQ's

- Please review the Fast Track Help article within the FastDS Help Manager outlining what is eligible. It is titled “**Eligibility Requirements for Fast Track.**”
- If an individual makes application and decides after completion or returns same day to request Fast Track, you can move forward with the Fast Track if FASTDS allows it to go through.
- If the individual returns the next day or later, they are no longer eligible for Fast Track.
- To find the nearest Fast Track location click the link or visit DPS  
Website: <https://dps.mn.gov/divisions/dvs/locations/Pages/find-office-locations.aspx>

If your office would like to become a Fast Track location, please have your DUR email DSCO.ISSUING@state.mn.us for more information

## DL – REAL ID - News Release

Please take a few minutes to read the recent [REAL ID news release](#) posted to the DPS website. The release highlights the top three counties for REAL ID compliance as well as the five counties with the lowest compliance rate. We also added a complete list of Minnesota counties and percentage of compliance for each county. Continue to share with your customers and colleagues so we can ensure those that need a REAL ID will be ready by Oct. 1, 2020.

## DL – REAL ID – Airport Update

We are working with airports in Minnesota to display an updated poster highlighting the federal requirement for either a REAL ID or Enhanced License by Oct. 1, 2020. We will include a copy of the new poster in our weekly update once it is ready.

You no longer need to email the communications box for REAL ID issues at airports. TSA has indicated they will continue to work on training their agents. If customers let you know of an issue, please contact TSA at <https://www.tsa.gov/contact/contact-forms>. Make sure to include what the customer was told, which airport, and any additional information such as flight number, date and time.

## MV – Time with Todd & Brian – February Update

Our Time with Todd & Brian continues in February. Join Todd and Brian in a review of DVS processes. The sessions are not required but attendance is encouraged. The training provides valuable information that helps ensure all staff are following DVS processes accurately.

## Review Topics

### Eight identical sessions will cover:

- Submitting Complete Title Applications: Based on a recent rise of title applications that have missing or incomplete documents, we will review the importance of submitting complete title applications.
- Involuntary Transfers; Bankruptcy & Writ of Execution: We will conclude the involuntary transfer series with a review of the business rules and process surrounding Bankruptcy and Writs of Execution/Judgement
- Bonded Titles and Sales Tax. A review of the rules pertaining to sales tax exemptions for vehicle transfers without proof of ownership
- Weighted Vehicle Review. An interactive review of transactions in MNLARS including weighted renewals, quarterly farm registration and changes of registration class.
- NEW! Driver Services Segment: A review of the rules and procedures surrounding Safe at Home, proper exam records, and Property Tax Statements
- Viewer's Choice Segment: Review of some topics requested by you, the viewer:
  - o Tax Exempt Plates: Basic review of which tax exempt vehicles get standard Tax Exempt plates and which ones get Motorcycle plates.
  - o Non-Registered Vehicle Review: A review of some specialized vehicles that the State of Minnesota does not register or title.
  - o Motorcycle Engine Number Discrepancies: A review of the process to follow when a Motorcycle Engine Number involved in a transfer has an engine number that is different than what is on the MNLARS record.
- **MNDRIVE Update:** An update on the project as well as a demo of a transaction in the system.

## Web Ex Schedule

### Tuesday, February 18

Password: **trainfeb** (NOTE: This is a new password!)

7:00 – 8:00 a.m. [http://bit.ly/twtb6\\_1](http://bit.ly/twtb6_1)

8:30 – 9:30 a.m. [http://bit.ly/twtb6\\_2](http://bit.ly/twtb6_2)

10:00 - 11:00 a.m. [http://bit.ly/twtb6\\_3](http://bit.ly/twtb6_3)

1:30 – 2:30 p.m. [http://bit.ly/twtb6\\_4](http://bit.ly/twtb6_4)

### Wednesday, February 19

Password: **trainfeb** (NOTE: This is a new password!)

10:00 - 11:00 a.m. [http://bit.ly/twtb6\\_5](http://bit.ly/twtb6_5)

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3:00 – 4:00 p.m. [http://bit.ly/twtb6\\_7](http://bit.ly/twtb6_7)

5:00 – 6:00 p.m. [http://bit.ly/twtb6\\_8](http://bit.ly/twtb6_8)

## February 11, 2020

### What's New in This Update

- DL - Fast Track FAQ
- DL - REAL ID - News Release
- DL – REAL ID - Airport Update
- MV - Time with Todd and Brian

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## Today's News

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- Please review the Fast Track Help article within the FastDS Help Manager outlining what is eligible. It is titled “**Eligibility Requirements for Fast Track.**”
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- To find the nearest Fast Track location click the link or visit DPS

Website: <https://dps.mn.gov/divisions/dvs/locations/Pages/find-office-locations.aspx>

If your office would like to become a Fast Track location, please have your DUR email [DSCO.ISSUING@state.mn.us](mailto:DSCO.ISSUING@state.mn.us) for more information

## DL – REAL ID - News Release

Please take a few minutes to read the recent [REAL ID news release](#) posted to the DPS website. The release highlights the top three counties for REAL ID compliance as well as the five counties with the lowest compliance rate. We also added a complete list of Minnesota counties and percentage of compliance for each county. Continue to share with your customers and colleagues so we can ensure those that need a REAL ID will be ready by Oct. 1, 2020.

## DL – REAL ID – Airport Update

We are working with airports in Minnesota to display an updated poster highlighting the federal requirement for either a REAL ID or Enhanced License by Oct. 1, 2020. We will include a copy of the new poster in our weekly update once it is ready.

You no longer need to email the communications box for REAL ID issues at airports. TSA has indicated they will continue to work on training their agents. If customers let you know of an issue, please contact TSA at <https://www.tsa.gov/contact/contact-forms>. Make sure to include what the customer was told, which airport, and any additional information such as flight number, date and time.

## MV – Time with Todd & Brian – February Update

Our Time with Todd & Brian continues in February. Join Todd and Brian in a review of DVS processes. The sessions are not required but attendance is encouraged. The training provides valuable information that helps ensure all staff are following DVS processes accurately.

Review Topics

## Eight identical sessions will cover:

- Submitting Complete Title Applications: Based on a recent rise of title applications that have missing or incomplete documents, we will review the importance of submitting complete title applications.
- Involuntary Transfers; Bankruptcy & Writ of Execution: We will conclude the involuntary transfer series with a review of the business rules and process surrounding Bankruptcy and Writs of Execution/Judgement
- Bonded Titles and Sales Tax. A review of the rules pertaining to sales tax exemptions for vehicle transfers without proof of ownership
- Weighted Vehicle Review. An interactive review of transactions in MNLARS including weighted renewals, quarterly farm registration and changes of registration class.
- NEW! Driver Services Segment: A review of the rules and procedures surrounding Safe at Home, proper exam records, and Property Tax Statements
- Viewer's Choice Segment: Review of some topics requested by you, the viewer:
  - o Tax Exempt Plates: Basic review of which tax exempt vehicles get standard Tax Exempt plates and which ones get Motorcycle plates.
  - o Non-Registered Vehicle Review: A review of some specialized vehicles that the State of Minnesota does not register or title.
  - o Motorcycle Engine Number Discrepancies: A review of the process to follow when a Motorcycle Engine Number involved in a transfer has an engine number that is different than what is on the MNLARS record.
- **MNDRIVE Update:** An update on the project as well as a demo of a transaction in the system.

## Web Ex Schedule

**Tuesday, February 18**

**Password: trainfeb (NOTE: This is a new password!)**

7:00 – 8:00 a.m.	<a href="http://bit.ly/twtb6_1">http://bit.ly/twtb6_1</a>
8:30 – 9:30 a.m.	<a href="http://bit.ly/twtb6_2">http://bit.ly/twtb6_2</a>
10:00 - 11:00 a.m.	<a href="http://bit.ly/twtb6_3">http://bit.ly/twtb6_3</a>
1:30 – 2:30 p.m.	<a href="http://bit.ly/twtb6_4">http://bit.ly/twtb6_4</a>

**Wednesday, February 19**

**Password: trainfeb (NOTE: This is a new password!)**

10:00 - 11:00 a.m.      [http://bit.ly/twtb6\\_5](http://bit.ly/twtb6_5)  
1:30 – 2:30 p.m.      [http://bit.ly/twtb6\\_6](http://bit.ly/twtb6_6)  
3:00 – 4:00 p.m.      [http://bit.ly/twtb6\\_7](http://bit.ly/twtb6_7)  
5:00 – 6:00 p.m.      [http://bit.ly/twtb6\\_8](http://bit.ly/twtb6_8)

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## Previous News

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### **System Outages planned for Feb. 9 and Feb. 16**

The scope of the maintenance on Feb. 9 was reported incorrectly in the Jan. 28 update.

The following services will be unavailable on **Sunday, Feb. 9, from 6 a.m. to 4 p.m.** and on **Sunday, Feb. 16, from 8 to 10 a.m.** as MNIT continues with its Feb. maintenance schedule.

- All DVS public website services, which include:
  - Online tab renewal
  - Driver's license pre-app
  - Driver's license status lookup
  - Pay reinstatement fees
  - Notice of sale
- Dealer title notification and record lookup
- MNLARS
- FastDS

Law enforcement record lookup will only be affected on Sunday, Feb. 16. We will notify other MNLARS users later this week.

On the Monday following each system maintenance, you will need to do an extended cache clearing.

- [Instructions for clearing the cache in Internet Explorer \(IE\)](#)
- [Instructions for clearing the cache in Chrome](#)

## State Holidays 2020

Home office will be closed the following dates in 2020. This information is available in Info Hub under Resource Tab and we will update annually.

Feb. 17

May 25

July 3

Sept. 7

Nov. 11

Nov. 26

Nov. 27

Dec. 25

## Info Hub Updates

Please take a few minutes to explore Info Hub. We migrated most of the information that was previously available to deputies through the old ESupport system. There is updated information under the Refunds, Disability, Plates, Registration and Title/ Transfer tabs as well as additional information under the Resource Tab. We hope you will find the information under Resource Tab to be more useful and easier to navigate.

If you have other information that you would like to see in Info hub you can send your suggestions for review to: [DVS.Communications@state.mn.us](mailto:DVS.Communications@state.mn.us)

## DL - Add, Change or Update Emergency Contact Information

Beginning today (Feb. 4) customers will be able to request up to three emergency contacts be added to their contact information listed in FastDS.

This legislatively mandated requirement allows a customer to request this option. Law enforcement would be able to use this contact information in the event of an emergency.

When you start an application for a credential, you will notice a new set of boxes added to the *Verify Information* section. This is not required to be completed, but please ask the customer if they would like to add or change any emergency contact information.



Customers will also have the option to change or update their emergencycontact information through the online services portal on the public website once they have set it up. It will be under “Upload Miscellaneous Forms” and then update emergency contacts.

The image displays two screenshots of a web form interface. Each screenshot is divided into two columns by a vertical line. The left column is titled "Verify Contact Information" and contains the text "Add or Change Contact Info?" followed by a green dropdown menu with "No" selected. The right column is titled "Verify Emergency Contact Information" and contains the text "Add or Change Emergency Contact Info?" followed by a green dropdown menu with "Yes" selected. A mouse cursor is visible over the right column in both screenshots.

Customers will also have the option to change or update their emergencycontact information through the online services portal on the public website once they have set it up. It will be under “Upload Miscellaneous Forms” and then update emergency contacts.

For more information, please see the article in Help Manager called, “Add, Change, or Update Emergency Contact Information”.

## DL – REAL ID, Federal Facilities

At this time, we have confirmed that a REAL ID will not be required after 10/1/20 for any facility that does not currently require an ID to enter, such as National Parks and Social Security Offices. If your customers have questions about a particular facility, we suggest they contact that facility ahead of their visit to ensure they have the proper documentation needed for entry.

## MV – 2019 Registration Information

2019 registration information is now available online. Information can be viewed at: [drive.mn.gov](https://drive.mn.gov)

## MV - 2020 Tax Manual

The 2020 tax manual is now ready and will be updated to the website by the end of the day today, February 4, 2020

## MV – MNDRIVE Dealer and Inventory Update

### Inventory

- The ability to order plates and stickers is now available in MNDrive. In the new system, everything will be ordered electronically. That means no more hand filled sheets and emails back and forth with DVS once the system goes live. FAST and DVS are working with MINNCOR to get dates back once an order is submitted. This will help offices more accurately track an order they have placed and when they can expect it to arrive.
- Interoffice transfers has been developed. Offices will be able to trade plates and stickers with one another if they find themselves in a pinch.
- Currently the conversion team is running mock conversions of each office's inventory. FAST will convert each office's inventory and it will be the responsibility of each office to check and verify that it was converted correctly prior to the go live date. The inventory will not be able to be used until marked as available by the deputy.
- Deputy registrars will have the ability to mark inventory as defective within MNDrive. We are currently looking at different options to change our current PS2842 process for inventory deemed defective.

### Dealer

- Minnesota dealer numbers will be recorded in the system and their information can be accessed during title transactions. If an in-state dealer is selling a vehicle the system will require you enter the dealer number. Once the number is entered, the dealers name and address will automatically pre-populate.

The Electronic Vehicle Title and Registration System (EVTR) has started to be developed. EVTR provides benefits for both deputy registrars and dealerships. Dealerships will be able to issue inventory to their customers right away and deputy registrars will save time on data entry. The deputy registrar will audit what the dealerships have entered and review the documents submitted.

**February 4, 2020**

## What's New in This Update

- System Outage
- State Holidays
- Info Hub Updates
- DL – Emergency Contact Form
- DL – REAL ID
- MV – 2019 Registration Tax Information
- MV - 2020 Tax Manual
- MV – MNDRIVE Update

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## Previous News

### MNDRIVE Update

*Contributed by Colton Seisler – Deputy Registrar Subject Matter Expert*

Development of the vehicle title and registration system (VTRS) portion of MNDRIVE is well underway. I would like to highlight a few improvements we've developed so far on the VTRS project.

- **Plate Transfers.** Plate transfers are built and working well. The team performed vigorous testing. There are still a few bugs the team is addressing after deputy registrar input but the transaction is working well. The new process will eliminate the need for dummy stickers and dummy plates.
- **Edit/reverse functionality.** We are currently testing the ability for deputy registrars to edit and reverse a transaction. In the new system, if you complete a transaction and made a mistake you can go back and correct that mistake. Also if you're in the middle of a transaction and make a mistake you can go back and fix it without having to start over.
- **Re-create purged vehicle.** Deputy registrars will be able to re-create purged vehicles through MNDRIVE and will not have to make a phone call or send an email to the MV liaisons to complete this process. Also, the action will not generate a title if one is not needed.

These are just a few examples of the improvements being built for the new system.

## Info Hub Changes

DVS Communications is working on updating Info Hub, which requires a little reorganization of the website. The resources tab was moved to follow the home tab. In addition, updates have been made to the title transfer, registration, refunds and plate sections. We plan to add a direct link to MNDRIVE information and continue adding information. Watch for a list of page changes that will be posted on Info Hub in the near future.

## REAL ID Signs

We want to encourage Minnesotans to apply for a REAL ID compliant driver's license or identification card now to ensure they have their REAL ID before federal enforcement begins on October 1, 2020. Please remove the posters distributed to you in 2018 that say "You don't need a REAL ID today, but you will in 2020."



Please continue to display the poster “Minnesota Driver’s License Options” provided to you in August of 2019.



If you have any questions about the posters you can contact DSCO at 651-296-2038 or 800-536-0049 or email: [DVS.DSCO.Issuing@state.mn.us](mailto:DVS.DSCO.Issuing@state.mn.us).



## January 28, 2020

### What's New in This Update

- System Outages Planned for Feb. 9 and 16
  - MNDRIVE Update
  - Info Hub Changes
  - Real ID Signs
- 

## Today's News

### System Outages planned for Feb. 9 and Feb. 16

MNIT continues to do necessary system maintenance throughout February.

The first maintenance window is Sunday Feb 9, from 6 a.m. to 4 p.m. We do not expect any impact to deputy registrars, dealers, or law enforcement. However, the online tab renewal website will be unavailable to the public during that time.

The second maintenance window is Sunday Feb. 16, from 8 to 10 a.m. MNLARS and the online tab renewal website will be unavailable during that time. Services affected include:

- Online public services
- Law enforcement record lookup
- Deputy registrar entry and record lookup
- Auto dealer entry and record lookup.

On the Monday following each system maintenance, you will need to do an extended cache clearing.

- [Instructions for clearing the cache in Internet Explorer \(IE\)](#)
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## MNDRIVE Update

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## Previous News

## Desktop Requirements

You'll find the current [DVS desktop requirements](#) on Info Hub under the deputy registrars tab and the dl agent/exam tab. This information was previously shared in the Oct. 24, 2019 update.

## MV – Gross Weight Calculators

Starting today, you will need to log into ESupport to access to the gross weight calculators. MNLARS users access ESupport through their MNLARS HP Permit login. Non - MNLARS users will continue to log into ESupport directly.

The [Calculate Registration Tax](#) for passenger vehicles remains on Info Hub and has not changed.

## MV - Salvage Vehicles

Dealers who purchase a vehicle with an out-of-state salvage title are required by [Minnesota law](#), to apply for a Minnesota salvage title immediately. DVS will issue the dealer a Minnesota salvage title.

## MV – Model Years Quick Reference Guide

The [2020 Model Years Quick Reference](#) is now available on Info Hub under the reference tab.

## DL - RX for skills tests – copies required

The carbon copy RX results are required as proof of successfully passing the skills test. This is sometimes missed in the application process, or only the printed "Record of Examination" from Fast is scanned. The RX with details from the test is a small white and yellow carbon copy with detailed notes from the examiner. This is required to be copied or scanned for each application upgrade to a class D or CDL.

## DL - Out of Country Driver's License

A driver's license from another country (with translation documents if not in English) presented to take the skills test or International an instruction permit must be copied or scanned at the time of application as proof of prior driving privileges

## January 21, 2020

### What's New in This Update

- Desktop Requirements
- Gross Weight Calculators
- Salvage Vehicles
- Model Years Quick Reference Guide
- RX – Skills Test
- Out of Country Driver's License

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## Today's News

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## Previous News

### Transitioning to DVS Update

Starting today, the information for deputy registrars and driver’s license agents is combined into one weekly update, distributed on Tuesdays.

We also revised the data and reference section of the update to link to turnaround, production, and contact information. That information is now available on Info Hub under the resources tab.

If you have other suggestions on how to improve the weekly update, please email them to [dvs.communications@state.mn.us](mailto:dvs.communications@state.mn.us).

### MV – Gross Weight Calculators

On January 21, the link on Info Hub to the gross weight calculators will go away. Only the location of the link is changing. MNIT is moving the gross weight calculators to a different server that requires authentication. To access them, you will need to use the links on ESupport

MNLARS users access ESupport through their MNLARS HP Permit login. Non- MNLARS users will continue to log in to ESupport directly.

The location of the link on ESupport has not changed.

## **MV – Prorate (IRP) Renewals - Applies to all deputy registrars**

Each year, some prorate vehicles (vehicle class 25) receive a regular renewal notice instead of or in addition to their IRP/IFTA renewal packet. Usually, this is because the vehicle class is incorrect on the MNLARS record.

Before renewing registration, deputy registrars should always open the vehicle record. The three alpha characters in a Prorate license plate always begin with a P and are followed or preceded by four numeric characters.

For example: PRP1234 or 1234PRP

Only Prorate deputy registrars may renew prorate (IRP) registration.

## **DL – Real ID Video Update**

Our thanks to the offices who brought to our attention that the birth certificate image used in the REAL ID video had footprints on it. That type of birth notice from a hospital or a baptismal certificate is not acceptable proof of identity. To avoid confusion, we've updated the video. The birth certificate image now has a certified stamp on the document.

## **DL- EDL Deactivation Requests**

You no longer need to fax deactivation requests to St. Paul. The process has been automated within FastDS.

## **DL-Proposed Property Tax Statements**

A **proposed** property tax statement is not acceptable proof of Minnesota residency for a REAL ID or EDL/EID. Only the final Minnesota property tax statement for the current year that shows the applicant's principal residential address both on the mailing portion and portion stating what property is being taxed is acceptable.

# **January 14, 2020**

## **What's New in This Update**

- Motor Vehicle
  - Ordering Inventory

- January Training
    - Tech Surcharge Change
  - Driver's License
    - Online Pre-application
    - REAL ID NEWS and Video Update
- 

## Today's News

### MV - Ordering Inventory

Deputy Allocation/Inventory will be offline from Feb. 3 through Feb. 14. Please plan accordingly and submit your plate and sticker inventory requests **before Jan. 24**. Make sure your office inventory is sufficient to get you through the first two weeks of February.

**Emergency Orders:** If you need an emergency order during that time, send an email request to [dvs.inventory@state.mn.us](mailto:dvs.inventory@state.mn.us). Put **\*URGENT\*** in the subject line. During this time, DVS staff will only have limited access to plate and registration stickers.

DVS will resume normal inventory operations on Feb. 18. As always, please allow at least two weeks to process inventory requests.

### MV - January Training

Our Time with Todd & Brian series continues. Join Todd and Brian in a review of DVS processes. Although the sessions are not required, attendance is strongly encouraged. The training provides valuable information that helps ensure all staff are following DVS processes accurately.

Last month we saw a dip in attendance with 123 offices attending. Let's try to hit 140 offices!

### Review Topics

Eight identical sessions will cover:

- **Involuntary Transfers.** We will continue this series with a review of the rules and procedures on transfers surrounding divorce, repossessions and court orders.
- **Religious/Charitable Sales Tax Exemption:** A review of the statutes and rules for determining sales tax exemption eligibility for vehicles used for religious, charitable or educational purposes.



- **Relinquishing a Personalized Plate.** A review of the rules and fees pertaining to personalized plates either relinquished or gifted.
- **HVUT.** A look at the procedure for reviewing heavy vehicle use tax (HVUT) documentation.
- **Viewer's Choice Segment:** Review of some topics requested by viewers like you:
  - **Fleet Vehicles:** The process followed when a fleet carrier wishes to add one or more vehicles to their fleet.
  - **Personalized Plate Transfer Demo:** Back by popular demand, this demo will cover a personalized plate transfer, and will include viewer participation.
  - **Creating a Daily Sticker Report:** A demonstration showing how the Office Closeout Summary can be used in conjunction with Excel to print a report showing stickers sold for a day.
  - **MNDRIVE Update:** An update on the project as well as a demo of a transaction in the system.

#### **Webex Schedule**

**Tuesday, January 21** Password: trainjan (NOTE: This is a new password!)

- 7:00 – 8:00 a.m. [http://bit.ly/1\\_21Session1](http://bit.ly/1_21Session1)
- 8:30 – 9:30 a.m. [http://bit.ly/1\\_21Session2](http://bit.ly/1_21Session2)
- 10:00 - 11:00 a.m. [http://bit.ly/1\\_21Session3](http://bit.ly/1_21Session3)
- 1:30 – 2:30 p.m. [http://bit.ly/1\\_21Session4](http://bit.ly/1_21Session4)

**Wednesday, January 22** Password: trainjan (NOTE: This is a new password!)

- 10:00 - 11:00 a.m. [http://bit.ly/1\\_22Session5](http://bit.ly/1_22Session5)
- 1:30 – 2:30 p.m. [http://bit.ly/1\\_22Session6](http://bit.ly/1_22Session6)
- 3:00 – 4:00 p.m. [http://bit.ly/1\\_22Session7](http://bit.ly/1_22Session7)
- 5:00 – 6:00 p.m. [http://bit.ly/1\\_22Session8](http://bit.ly/1_22Session8)


#### **Using Webex**

The format for the online training is Webex. It is important that you enable the audio function to get the full benefit of the training.

- Technical Assistance:
- [Instructions for Joining WebEx](#)

If you have trouble connecting, email [todd.oseby@state.mn.us](mailto:todd.oseby@state.mn.us)

### Accommodations

If you need an accommodation due to a disability that affects your access to this training, please contact the Department of Safety's ADA Coordinator (Lynn Mueller) at 651-201-7173  or at [lynn.mueller@sate.mn.us](mailto:lynn.mueller@sate.mn.us) to request an accommodation.

For all other questions or concerns, contact MNLARS Training at [MNLARS.Training@state.mn.us](mailto:MNLARS.Training@state.mn.us)

### MV-Technology Surcharge Change

*The following information was shared with deputy registrars in a special notice on Jan. 10.*

After reviewing the technology surcharge statutes, we've determined that only the **title technology surcharge** is due when the renewal is part of a title transfer transaction.



#### **Effective Monday Jan. 13:**

Deputy registrars should **collect only the title technology surcharge** for title transfer transactions that include a registration renewal. **Do not collect the registration technology surcharge in these cases.**

1. Complete the transfer application as normal.
2. Locate the \$2.25 Vehicle Registration Tech Surcharge in the transaction cart.

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[Print Cart](#) | [Delete Cart](#)

ITEMS				
	Item	Item Details	Taxes & Fees	Item Total
	Title	VIN:1G2WP52K33F133939	Title Transfer Tax \$10.00 Title Fee \$8.25 Title Filing Fee \$11.00 ✕ Sales Tax \$10.00 Title Technology Surcharge \$2.25 Public Safety Vehicle Fee \$3.50	\$45.00 
	Registration	Plate:554LHH	Vehicle Registration Tech Surcharge \$2.25 ✕ Vehicle Registration Tax \$35.00	\$37.25 
<b>Total (2 items):</b>				<b>\$82.25</b>

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3. Click the X to waive the fee.
  4. Click OK - you do not need to enter a reason for the fee removal.
-

Please enter reason for fee removal



Cancel

OK

- 
5. Complete check out as normal.

We are in the process of updating fee charts and fee information on the DVS public website and on Info Hub. MMB will begin to issue refunds on Jan. 21, to customers who have been overcharged since the fees went into effect on Aug. 1, 2019. We will continue to monitor MNLARS and issue refunds to customers who are overcharged in error until the new vehicle title and registration system is implemented in November 2020.

## DL - Online Pre-applications

The best way to make sure applicants for a REAL ID or other license type have everything they need before they visit your office is to recommend they pre-apply online at [drive.mn.gov](https://drive.mn.gov). This feature allows Minnesotans to enter a significant portion of their application online, reducing the time they spend in the office. It also lists the required documents for each license type so applicants can have all necessary documents ready when they visit you to complete their application.

Please be sure to ask if the customer has completed the pre-application to save them from having to also fill out the in-office intake form.

## DL - REAL ID News

### Real ID Video Update

Thank you to the offices who brought to our attention that the birth certificate image used in the video **Minnesota REAL ID: Be REAL ID Ready by October 2020** had footprints on it. That type of birth notice from a hospital or a baptismal certificate is not acceptable proof of identity. To avoid confusion, we've

updated the video. The birth certificate image now has a certified stamp on the document. You can access the updated video [here](#).

### **Real ID News Release and New Handout**

We issued the January new release about REAL ID last week. While more Minnesotans are now REAL ID ready, there are about 3.7 million Minnesota license holders who will need to decide if they need a REAL ID or other acceptable form of identification before the federal deadline of Oct. 1, 2020. Read the full release [here](#).

The REAL ID deadline is just 261 days away. We have developed a [new infographic](#) to help Minnesotans understand what documents are required to apply for a REAL ID-compliant driver's license or ID. The document is available on Info Hub on the DL Agent/Exam tab.

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## **Previous News**

### **Transitioning to DVS Update**

Starting today, the information for deputy registrars and driver's license agents is combined into one weekly update, distributed on Tuesdays.

We also revised the data and reference section of the update with links to turnaround, production, and contact information. That information is now available on Info Hub under the resources tab.

If you have other suggestions on how to improve the weekly update, please email them to [dvs.communications@state.mn.us](mailto:dvs.communications@state.mn.us).

### **MV – Gross Weight Calculators**

Starting on January 21, you will need to log into ESupport to access the gross weight calculators. MNIT is moving the gross weight calculators to a different server that requires authentication.

MNLARS users access ESupport through their MNLARS HP Permit login. Non- MNLARS users will continue to log into ESupport directly.

The link location on ESupport will remain the same.

## MV – Prorate (IRP) Renewals - Applies to all deputy registrars

Each year, some prorate vehicles (vehicle class 25) receive a regular renewal notice instead of, or in addition to, their IRP/IFTA renewal packet. Usually, this is because the vehicle class is incorrect on the MNLARS record.

Before renewing registration, deputy registrars should always open the vehicle record. The three alpha characters in a prorate license plate always begin with a P, followed or proceeded by four numeric characters.

For example: PRP1234 or 1234PRP

Only Prorate deputy registrars may renew prorate (IRP) registration.

## DL- EDL Deactivation Requests

You no longer need to fax deactivation requests to St. Paul. The process has been automated within FastDS.

## DL-Proposed Property Tax Statements

A **proposed** property tax statement is not acceptable proof of Minnesota residency for a REAL ID or EDL/EID. Only the final Minnesota property tax statement for the current year that shows the applicant's principal residential address both on the mailing portion and portion stating what property is being taxed is acceptable.

**JANUARY 7, 2020**

## What's New in This Update

- Transitioning to DVS Weekly Update
- Motor Vehicle
  - Gross Weight Calculators
  - Prorate Renewals - Applies to all Deputy Registrars
- Driver's License
  - EDL Deactivation Requests
  - Proposed Property Tax Statements

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## Today's News

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## Previous News

### Driver's License Manuals

The Minnesota Department of Revenue reminds deputy registrars and driver's license agents to collect sales tax when selling a driver's license manual. Driver's license manuals are taxable tangible personal property and you must collect and remit sales tax unless the purchaser proves an exemption and submits a fully completed exemption certificate.

### MV - MNDRIVE Update

State law requires that a third party complete an independent validation and verification (IV & V) for projects that cost more than \$10,000. DPS and MNIT contracted with BarryDunn to provide audit, risk assessment, and IV & V for the vehicle title and registration system (VTRS) project. The objective is to ensure we are meeting project management requirements and maintaining the project schedule. BarryDunn may ask some deputy registrars involved with the project to complete a survey and/or participate in an assessment interview.

## DL -Application Corrections

When processing corrections for customers, make sure to fully complete the application. The customer needs to sign and initial any acknowledgement areas. The application needs to be submitted to DVS by scanning or sending it with your work for processing.

**January 2, 2020**

## Today's News

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## Previous News

### Deputy Registrar Update Frequency

Reminder, beginning next week the driver's license and motor vehicle updates will be combined and will be sent out once a week.



