

Deputy Registrar FAQ

Tuesday April 14

The information here was gathered at the regularly scheduled Tues. meeting between deputy registrars and DPS and DVS leadership. If you think a topic was missed in these notes, please send an email to beckey.mechtel@state.mn.us.

TIMELINE

There were several questions about the extension of the peacetime emergency and stay at home orders. Here is a brief timeline of the events of the past several weeks.

- March 13 – Executive Order 20-01 declares peacetime emergency.
- March 25 – Executive Order 20-20 - Stay at Home.
- April 6 – Deputy registrars allowed to provide limited services. Face to face, over the counter service is prohibited.
- April 8 – Executive Order 20-33 extends Stay at Home through May 3.
- April 13- Executive order 20-35 extends peacetime emergency through May 13.

MOTOR VEHICLE TOPICS

Registration Renewals

- During the stay at home period, deputy registrars may process registration renewals by phone. You need to be reasonably confident of caller's identity as owner of vehicle and identify them with their driver's license, address and date-of-birth.
- Deputy registrars may not have the customer provide a self-addressed stamped envelope. Refer to [Minnesota Rules 7406.0500](#) and meeting notes from April 8.
- During the peacetime emergency, deputy registrars do not need to keep a log of plates and stickers mailed to customers.
- DVS has staff coming into the central office to process DHS renewal kickouts and registration mailed directly to DVS.

Dealers

- You may accept “title only” transactions from dealers and send to DVS. However, there will be a delay in processing the title until normal operations resume.
- You may not waive the \$2 late transfer penalty at this time.

Title Transactions

- Deputy registrars are able to accept title transactions from the public. One office has the customer send in a copy of the title transfer so they can review and let the customer know what fees are due and if any signatures or supporting documents are missing.
- It is okay to accept virtual (online/digital) signatures on a PS2000.
- At this time, DVS does not have the staff in the central office to process Fast Track transactions. We will let you know when Fast Track resumes.

Other Topics

- 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.
- Deputy registrars may not access MNLARS from home.
- At this time, face to face transactions by appointment only are prohibited. It may be something to consider for the future.

DRIVER’S LICENSE TOPICS

Credential Processing

- The vendor that produces cards is open. All types of driver’s licenses (Class D, EDL, REAL ID, etc.) are being printed and mailed to customers.
- If you have scanning ability, you may attach missing documents to record to clear deficiencies/letters. Scan them directly to the record. You may also have the customer upload the documents online or have them mail the documents to DVS if you are not a scanning station.
- Other than accepting documents to clear deficiencies/letters, deputy registrars may not process driver’s license application.

- DVS is working on a possible procedure to allow customers to apply for a duplicate license if theirs has been lost or stolen. However, It is not yet available.
- People who need to change the name or address on their driver's license are covered under the 60-day extension.

REAL ID

- REAL ID applications in back log are being processed using the new ID requirements that were part of recent legislation. This should reduce the number of letters going to customers.
- DVS is revising its REAL ID communication plan now that the enforcement date has been moved to October 1, 2021. At this time, sending a letter to customers asking them not to apply for a REAL ID when we reopen services is not being considered. It would be cost prohibitive.

ROAD TESTS

- Road test appointments are frozen. Before opening up the schedule to the public, DVS will reschedule appointment that had to be cancelled during that last several weeks. Approximately, 10,000 road test appointments were cancelled.
- DVS is looking at different ways to conduct road tests that keep our examiners and customers safe. We hope to offer CDL road tests soon and will keep you informed of rollout.

OTHER

- Customers whose license or permit expire during the peacetime emergency are covered by the 60-day extension.
- If you need to access a driving record to answer a customer's question or process a motor vehicle transaction you may do so. Please follow regular data practices.
- Customers who applied for a license prior to the peacetime emergency and have received letters from DVS because of missing documents have a receipt which is valid for 120 days.