



MEETING MINUTES

Name:	Vehicle Services Business Process and Communications Meeting		
Meeting Date:	April 6, 2021	Organizer:	Craig Plummer
Meeting Time:	10:00 am – 11:00 am	Location:	Join Microsoft Teams Meeting +1 651-395-7448 United States, St. Paul (Toll) Conference ID: 345 786 628#

Purpose of the Meeting
The purpose of the meeting is to discuss vehicle services business processes and communications.

Attendance at Meeting					
Invited:	Position:	✓	Invited:	Position:	✓
Craig Plummer	Title and Registration Manager		Allison Malack	Business Analyst, DVS	
Jody Verdon	Business Analyst, DVS		Beckey Mechtel	Communications, DVS	
Jim Forsell	Deputy Support Supervisor, DVS		Tom Evans	Special Plates and Impound Manager, DVS	
Brandon Walters	MNDRIVE Program Director, DVS		Todd Oseby	Training Specialist, DVS	
Amber Backhaus	Minnesota Automobile Dealers Association		Mary Filzen	Hutchinson Deputy Registrar Office (MDRA)	
Amanda Coppin	South St Paul Deputy Registrar Office (DRBOA)		Jared O'Reilly	St Paul Deputy Registrar Office (MDRA)	
Erin Olson	Rochester Deputy Registrar Office (MDRA)		Jennifer Kurtzhals	Dakota County Deputy Registrar Office (MDRA)	
Chuck Moulder	Hennepin County Deputy Registrar Office (MDRA)		Matt Krumholz	Martin County Deputy Registrar Office (DRBOA)	



MEETING MINUTES

Liz Lauder	Admin Support, DVS		Annette Grinnell	Lead Worker, Dealer Unit, DVS	
John Swanke	Dealer Ambassador		Amanda Nelson	Motor Vehicle Liaison, DVS	

Meeting Agenda		
Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Craig Plummer	
DR SQR Prioritization Workgroup Update	Jared O'Reilly	
Deputy "Paid" Stamp – Still Needed?	Liz Lauder	
Vehicle Services Reminder / Communication Opportunities	All	
Open Discussion	All	
Review Assigned Action Items	Liz Lauder	

Action Items Assigned		
Date Assigned:	April 6, 2021	
Assigned Owner:	Due Date:	Assigned Action Item:
Liz Lauder	May 4, 2021	Ask for more deputy registrar participants

Meeting Minutes
April 6, 2021
Attendees:



MEETING MINUTES

- Craig Plummer, Allison Malack, Jody Verdon, Beckey Mechtel, Tom Evans, Brandon Walters, Todd Oseby, Jared O'Reilly, Chuck Moulder, Matt Krumholz, Annette Grinnell, John Swanke, Amanda Nelson, Liz Lauder

Introductions:

- Craig welcomed everyone and started the meeting
- Several individuals joined the group for the first time; they introduced themselves
 - John Swanke served as a Dealer Ambassador during Phase I MNDRIVE development and roll out, and has held a number of positions in the automobile dealer industry:
 - Manager of used car dealerships
 - Buyer for new car dealerships
 - Currently working as a wholesaler with Anthony & Apex Auto Sales
 - Annette Grinnell is the lead worker for the DVS Dealers Unit
 - Amanda Nelson is a motor vehicle liaison with DVS

Review Previous Action Items:

- Tom - Set up meeting to develop survey for adding more special plate inventory to offices
 - Item is on hold until August 2021
- Craig - Send out information about e-signatures in DVS Weekly Update
 - Craig discussed this item with Beckey and decided to close it out
 - Process may change once offices re-open after Covid-19 restrictions are lifted
 - Revisit the process in a few months
- Erin - Raise issue with deputy registrar associations about removing "staple stickers here" on reg cards
 - Item remains open
- Erin - Raise issue with deputy registrar associations to prioritize adding repossessions to Fast Track
 - Liz raised issue during Deputy Registrar SQR Prioritization meeting on April 5th
 - Jared will prioritize
- Beckey - Send out communication about how to do a Dealer Conditional (what paperwork is required). Instructions for how to do it in VTAP
 - Annette and Todd clarified the issue
 - Dealers are making wrong selection in drop down menu, or do not correct it before sending to deputy registrar
 - John recommended dealers enter title number in their dealer software system first
 - Will be easier to find correct title number to put in MNDRIVE
 - Dealers aren't aware instructions are on DVS website [under Partner Resources/MNDRIVE] and MNDRIVE Help Manager [Process Dealer Conditionals and BPC Detail: Dealer Conditional]
 - Todd said Dealer Conditionals will be addressed in training this month
 - He would like something to appear in Dealer Update as well
- Liz - Send out emails before meetings to people with open action items to get a status update
 - This item was completed
- Liz - Ask group for agenda topics when sending out Minutes to meetings



MEETING MINUTES

- This item was completed
- Liz - Ask Dealer unit if they could supply a representative for these meetings
 - This item was completed
 - John and Annette are representing dealers and the DVS Dealer unit
- Liz - Send out email to deputy registrars in the group about continuing their participation in these meetings
 - This item was completed
 - [Kris Caballero, Patty Hanscom, and Sid Hagen notified Liz they no longer will be participating]

DR SQR Prioritization Workgroup Update:

- Jared provided an update
 - High priority items
 - Some have been completed
 - 4 have been prioritized
 - Top priority item is adding transaction receipt to registration cards printed for each vehicle at deputy offices
 - Other priority items are
 - Informing out-of-state/return-to-state customers who pre-apply online for driver's license about requirement to take knowledge test, and where to take it
 - Making tabbing easier
- Craig said DVS business units also prioritize SQRs for their respective areas

Deputy "Paid" Stamp – Still Needed?

- This agenda item was carried over from Deputy Registrar Technology Workgroup (now the DR SQR Prioritization Workgroup)
 - Business decision (DVS) before MNDRIIVE rolled out was that "paid" stamp was still needed
 - Paid stamp helps prevent fraud
 - Stamp is sometimes only proof for DVS that customer went into office
- Group discussed whether stamp is still needed
 - John said paid stamp was good from dealer perspective
 - They know the title is okay to pass on to deputy registrars
 - Annette said VIN inspectors rely on stamp because they don't use laptops, and aren't connected to MNDRIIVE
 - No one spoke in favor of eliminating the stamp
 - A few DRs did not attend the meeting
 - Todd pointed out that sometimes the title or MCO has been stamped and then reversed
 - Jared and Chuck said their staff will cross out or write "void" through the stamp when the application has been reversed
 - Todd shared in the Chat an email he received from a DR
 - DR marks the title/PS2000 as paid before scanning and taking payment



MEETING MINUTES

<ul style="list-style-type: none"> • Amanda and Todd said DR should not stamp “paid” until after receiving payment <ul style="list-style-type: none"> ○ Annette said paid stamp helps Vehicle Crimes Unit (MN State Patrol) resolve a case <ul style="list-style-type: none"> ▪ Stamp is proof for them that transaction took place and fees collected ▪ Craig said paid stamp no longer used on driver’s license applications ▪ Liz will keep topic on the agenda so more DRs have a chance to weigh in <p>Vehicle Services Reminder / Communication Opportunities:</p> <ul style="list-style-type: none"> ▪ Group discussed “staple stickers here” space on reg cards <ul style="list-style-type: none"> ○ What to do if there are no stickers to staple for transactions, such as farm vehicle registration <ul style="list-style-type: none"> ▪ Area can be crossed out if it doesn’t apply ▪ John asked if there is a place in MNDRIVE for new dealers to practice <ul style="list-style-type: none"> ○ Allison said Fast is looking into creating such an environment but it’s not available yet ▪ John recommended Lori Willet as another Dealer Ambassador for this group <p>Review Assigned Action Items:</p> <ul style="list-style-type: none"> ▪ Liz – Keep “paid” stamp on next agenda ▪ Liz – Ask for more deputy registrar participants

Previous Action Items Assigned				
Date Assigned:		March 3, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Tom Evans	August 3, 2021		Set up meeting to develop survey for adding more special plate inventory to offices
Date Assigned:		August 4, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Craig Plummer	September 2, 2020	Close out item; re-visit once Covid restrictions are lifted	Send out information about e-signatures in DVS Weekly Update
Date Assigned:		February 2, 2021		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Erin Olson	March 2, 2021		Raise issue with deputy registrar associations about removing “staple stickers here” on reg cards



MEETING MINUTES

✓	Erin Olson	March 2, 2021	April 5, 2021	Raise issue with deputy registrar associations to prioritize adding repossessions to Fast Track
	Becky Mechtel	March 2, 2021		Send out communication about how to do a Dealer Conditional (what paperwork is required). Instructions for how to do it in VTAP
✓	Amanda Coppin	March 2, 2021	March 4, 2021	Send this group examples of suspended reg that is being charged for "held for resale"
Date Assigned:		March 2, 2021		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Liz Lauder	March 31, 2021	March 31, 2021	Send out emails before meetings to people with open action items to get a status update
✓	Liz Lauder	March 31, 2021	March 24, 2021	Ask group for agenda topics when sending out Minutes to meetings
✓	Liz Lauder	March 31, 2021	March 26, 2021	Ask Dealer unit if they could supply a representative for these meetings
✓	Liz Lauder	March 31, 2021	March 30, 2021	Send out email to deputy registrars in the group about continuing their participation in these meetings

Next Meeting					
Date:	May 4, 2021	Time:	10:00am-11:00am	Location:	Join Microsoft Teams Meeting +1 651-395-7448 United States, St. Paul (Toll) Conference ID: 345 786 628#