



# MEETING MINUTES

<b>Name:</b>	Vehicle Services Business Process and Communications Meeting		
<b>Meeting Date:</b>	Tuesday, March 2, 2021	<b>Organizer:</b>	Craig Plummer
<b>Meeting Time:</b>	10:00 am – 11:00 am	<b>Location:</b>	<a href="#">Join Microsoft Teams Meeting</a> <a href="#">+1 651-395-7448</a> United States, St. Paul (Toll) Conference ID: 345 786 628#

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

<b>Attendance at Meeting</b>					
<b>Invited:</b>	<b>Position:</b>	✓	<b>Invited:</b>	<b>Position:</b>	✓
Amber Backhaus	Minnesota Automobile Dealers Association		Mary Filzen	Hutchinson Deputy Registrar Office (MDRA)	
Amanda Coppin	South St Paul Deputy Registrar Office (DRBOA)		Patty Hanscom	Faribault Deputy Registrar Office (DRBOA)	
Jared O'Reilly	St Paul Deputy Registrar Office (MDRA)		Jennifer Kurtzhalts	Dakota County Deputy Registrar Office (MDRA)	
Chuck Moulder	Hennepin County Deputy Registrar Office (MDRA)		Erin Olson	Rochester Deputy Registrar Office (MDRA)	
Sidney Hagen	Scott County Deputy Registrar Office (DRBOA)		Matt Krumholz	Martin County Deputy Registrar Office (DRBOA)	
Kris Caballero	Rochester Deputy Registrar Office (MDRA)		Craig Plummer	Title and Registration Manager	
Allison Malack	MNLARS Business Analyst		Jody Verdon	MNLARS Business Analyst	
Tony Anderson	MNLARS Program Director		Beckey Mechtel	MNLARS Information Officer	



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Jim Forsell	Deputy Support Supervisor		Tom Evans	Special Plates and Impound Manager	
Todd Oseby	Training Specialist		Liz Lauder	Admin Support	

Meeting Agenda		
Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Craig Plummer	
DR SQR Prioritization Workgroup Update	Jared O'Reilly	
Discuss Purpose For These Meetings - Does this meeting duplicate other meetings?	All	
Vehicle Services Reminder / Communication Opportunities	All	
Open Discussion	All	
Review Assigned Action Items	Liz Lauder	

Action Items Assigned		
Date Assigned:	March 2, 2021	
Assigned Owner:	Due Date:	Assigned Action Item:
Liz Lauder	April 6, 2021	Send out emails before meetings to people with open action items to get a status update
Liz Lauder	April 6, 2021	Ask group for agenda topics when sending out Minutes to meetings
Liz Lauder	April 6, 2021	Ask Dealer unit if they could supply a representative for these meetings



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## Meeting Minutes

March 2, 2021

### Attendees:

- Amanda Coppin, Chuck Moulder, Erin Olson, Craig Plummer, Allison Malack, Jody Verdon, Jim Forsell, Tom Evans, Todd Oseby, Brandon Walters, Liz Lauder

### Review Previous Action Items:

- Tom - Set up meeting to develop survey for adding more special plate inventory to offices
  - This due date has been pushed out to August, 2021
- Craig - Send out information about e-signatures in DVS Weekly Update
  - This item is still open
- Craig - Research legal requirements for signatures for trusts and report back to this group
  - Craig said DRs should examine trust document to see how it is set up
    - If document does not require all signatures, it will state that explicitly on the document
  - Some guides need to be updated
- Craig - Work with Todd to develop step-by-step guide for clearing deficiencies
  - Todd has developed a draft guide and asked for DR volunteers to review
    - Amanda and Erin volunteered
- Erin - Raise issue with deputy registrar associations about removing “staple stickers here” on reg cards
  - This item is still open
- Erin - Raise issue with deputy registrar associations to prioritize adding repossessions to Fast Track
  - This item is still open
  - Amanda asked about the status of the request to add repossessions to Fast Track
    - Allison said SQR has been written for it [SQR 42243]
      - SQR has not been prioritized
- Erin/All - Send Allison examples of Dealer Conditionals that are entered incorrectly
  - This item was discussed
    - It was decided to remove the action item
      - Erin will raise the issue again if she comes across more examples
  - Erin asked about having the system notify the user of errors before completing a duplicate title and correction transaction
    - Allison said an SQR exists to move the blue bar notification to an earlier screen
    - This issue could also be addressed in training
  - Amanda said she doesn't know what SQRs exist and where they are in the process
    - Group of DRs meets bi-weekly to prioritize their SQRs
      - It's the responsibility of that group to communicate to DRs
- Becky - Send out communication about how to do a Dealer Conditional (what paperwork is required). Instructions for how to do it in VTAP



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- Beckey did not attend meeting to provide an update
  - Jody suggested that Liz send emails before the meeting to people who have open action items to get a status update
- Allison - Ask about how to report credits to offices
  - Confirm with Training Team because a communication is being drafted about credits
    - Item has been completed
      - Todd covered this topic during training
- Erin/All - Send Tom DLNs for customers whose credentials are still under review
  - This item has been completed
- Amanda - Send this group examples of suspended reg that is being charged for "held for resale"
  - This item has been completed
- Erin said she wanted to be able to paste the VIN into the PS2000
  - Used to be able to do this but not with new version of form
    - Todd told her to contact Jenn Gagner in DVS Communications and provided the email address in the chat
- Erin asked about MSRP override error for weighted vehicles and motorcycles
  - Allison said the SQR is not at the point for testing yet

DR SQR Prioritization Workgroup Update:  
(Jared did not attend the meeting to provide an update)

Discuss Purpose For These Meetings:

- Liz asked if the group thought these meetings were still needed
  - The group discussed the purpose of these meetings
    - SQRs for things that aren't working are discussed at a different meeting
      - DRBOA and MDRA both have working groups to discuss their issues
    - Brandon said he thought these meetings were to discuss business processes
    - Amanda said this group used to be combined with Driver Services, but conversations became mostly about vehicle work, so the meetings were split into two
    - Brandon said these meetings were valuable and should stick to procedural questions and leave the system changes to the SQR workgroup
      - There was general agreement to this suggestion
    - Jody said this meeting used to include business liaisons
      - Some thought liaisons should be brought back
      - Jim asked what the liaisons would do in the meeting
        - Erin said she sometimes gets different answers when she talks to the liaisons
          - Having them in the meetings would get everybody on the same page
  - When Liz sends out the Minutes to the meetings, she will ask the group for agenda topics
    - Group members can solicit topics from their associations



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- The length of the meetings was discussed, but no decision was reached

Vehicle Services Reminder/Communication Opportunities:  
 (Agenda item was not discussed)

Open Discussion:

- VTAP issues were discussed
  - Permit display
  - Refresh button not always available
  - DR can't delete DLN and re-enter. Must start over
  - System not always populating name correctly from DLN
  - Want dealer to enter DLN and have system auto-populate
    - Allison said this was determined to be against data privacy laws
  - What is process for sending corrected title apps?
  - Todd encouraged the group to use the Report a Production Issue for some of these items
  - Liz asked if someone from Dealer unit should attend meetings
    - There was general consensus in favor of this idea

Review Assigned Action Items:

- Liz – Send out emails before meetings to people with open action items to get a status update
- Liz – Ask group for agenda topics when sending out Minutes to meetings
- Liz – Ask Dealer unit if they could supply a representative for these meetings

Previous Action Items Assigned				
<b>Date Assigned:</b>		March 3, 2020		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>
	Tom Evans	August 3, 2021		Set up meeting to develop survey for adding more special plate inventory to offices
<b>Date Assigned:</b>		August 4, 2020		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>
	Craig Plummer	September 2, 2020		Send out information about e-signatures in DVS Weekly Update
<b>Date Assigned:</b>		September 2, 2020		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>



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✓	Craig Plummer	October 6, 2020	March 2, 2021	Research legal requirements for signatures for trusts and report back to this group
<b>Date Assigned:</b>		January 5, 2021		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>
✓	Craig Plummer	March 2, 2021	March 2, 2021	Work with Todd to develop step-by-step guide for clearing deficiencies
<b>Date Assigned:</b>		February 2, 2021		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>
	Erin Olson	March 2, 2021		Raise issue with deputy registrar associations about removing "staple stickers here" on reg cards
	Erin Olson	March 2, 2021		Raise issue with deputy registrar associations to prioritize adding repossessions to Fast Track
	Erin Olson/All	March 2, 2021		Send Allison examples of Dealer Conditionals that are entered incorrectly
	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
✓	Allison Malack	March 2, 2021		Ask about how to report credits to offices <ul style="list-style-type: none"> <li>• Confirm with Training Team because a communication is being drafted about credits</li> </ul>
✓	Erin Olson/All	March 2, 2021		Send Tom DLNs for customers whose credentials are still under review
✓	Amanda Coppin	March 2, 2021		Send this group examples of suspended reg that is being charged for "held for resale"

Next Meeting					
<b>Date:</b>	April 6, 2021	<b>Time:</b>	10:00am-11:00am	<b>Location:</b>	<a href="#">Join Microsoft Teams Meeting</a>



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