



MEETING MINUTES

Name:	Vehicle Services Business Process and Communications Meeting		
Meeting Date:	June 1, 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 (DRBOA)	
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)	



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Liz Lauder	Admin Support, DVS		Annette Grinnell	Lead Worker, Dealer Unit, DVS	
John Swanke	Dealer Ambassador		Amanda Nelson	Motor Vehicle Liaison, DVS	
Tessa Norgaard Anderson	Deputy Registrar, Hastings Motor Vehicle Registration, Inc. (DRBOA)				

Meeting Agenda		
Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Craig Plummer	
DR SQR Prioritization Workgroup Update	Jared O'Reilly	
Financials – Marking “Ready to Sweep” Prior to Deposits Being Made	Erin Olson	
Vehicle Services Reminder / Communication Opportunities	All	
Open Discussion	All	
Review Assigned Action Items	Liz Lauder	

Action Items Assigned		
Date Assigned:	June 1, 2021	
Assigned Owner:	Due Date:	Assigned Action Item:
Jenn Gagner	July 6, 2021	Follow up on correction to DR Weekly Update about lease buy-outs
Erin Olson	July 6, 2021	Send Allison examples of change of address for Safe At Home that shows other vehicle owners



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Craig Plummer	July 6, 2021	<ul style="list-style-type: none"> • Find out if SQR exists to fix finalization error when doing lien corrections • Send out any info or workaround in DVS Weekly Update
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Meeting Minutes

June 1, 2021

Attendees:

- Craig Plummer, Allison Malack, Jody Verdon, Tom Evans, Brandon Walters, Todd Oseby, Amber Backhaus, Amanda Coppin, Jared O'Reilly, Erin Olson, Chuck Moulder, Matt Krumholz, John Swanke, Tessa Anderson, Jenn Gagner, Dan Stluka

Introductions:

- Liz welcomed Tessa Anderson to the meeting
 - Tessa is a deputy registrar working in Hastings
- Liz welcomed and thanked Dan Stluka for attending the meeting
 - Dan is the acting Program Director for Administrative Services at DVS
 - He was invited to the meeting to provide guidance on financial topics on the agenda

Review Previous Action Items:

- Tom - Set up meeting to develop survey for adding more special plate inventory to offices
 - This is planned for later this summer
 - Craig encouraged the deputy registrars in the meeting to think about which plates they receive requests for that aren't carried in their offices
- Liz – Invite Tessa Norgaard Anderson to these meetings
 - This item was completed
- Beckey, Jenn, Todd - Develop communication to send to deputy registrars, dealers, and any other appropriate business partners about continuing to use the paid stamp; include which documents should be stamped
 - This item is in progress
- Beckey, Jenn, Todd - Write a blurb for the weekly updates about the correct process for a lease buy-out
 - This item was completed in DVS Weekly Update May 25, 2021
 - Webinar for dealers is being planned
- Amanda - Send Todd examples of lease buy-out problems
 - This item was completed
 - Todd said the problems he received have been fixed
 - Amanda said there should be a correction to the instructions that appeared in the May 25th DR Weekly Update
 - Section for "Title issued to lessee" is mislabeled
 - Instructions are for titles already issued to new buyers (not lessees)



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- Jenn will see about sending out a correction
- Craig put in a plug for DVS trainings
 - Very beneficial and pertinent
- Beckey, Jenn - Send out link to procedures document in Info Hub
 - This item has not been completed
 - Procedure documents on Info Hub are outdated

DR SQR Prioritization Workgroup Update:

- Jared provided an update
 - Adding ability to pre-populate some forms with vehicle and customer information
 - Duplicate title form is in production
 - Other forms are in testing
 - Special Plates
 - Odometer Correction
 - Duplicate Plate/Stickers
- Allison asked the group how they want to handle Change Owner information on Odometer Correction form
 - Options:
 - Hand-write information on bottom of form
 - Include information in MNDRIVE note field
 - Jared was in favor of typing in information in note field and printing that off for customer to sign
 - Allison will create SQR to add a pop-up note section
 - Erin wondered if deputy would hand-write Change Owner information if it comes from dealer

Financials – Marking “Ready to Sweep” Prior to Deposits Being Made:

- Erin is opposed to marking funds ready to sweep prior to being deposited
 - She sees amounts changing on orange screen even after being swept
 - Deposits at bank aren't matching sweep amounts
 - Once money has been swept, amounts from that day should be frozen
 - Any changes should move to next day
- Dan said Fast core programming requires an overnight job that recalculates total deposits
- Todd said a webinar on end-of-day close-outs is being developed
 - Training will cover several different scenarios
 - Asked Erin to send him examples where sweep amounts change

Vehicle Services Reminder/Communication Opportunities:

(None)

Open Discussion:

- Erin said change of address for Safe At Home customer brought up all vehicles linked to customer – including vehicles customer co-owns with violent perpetrator
 - Any COA for violent perpetrator would bring up Safe At Home customer's address too



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- Big risk for SAH customer and DVS
 - Allison said this was discussed during DR SQR Prioritization Workgroup meeting
 - She asked Erin and others to send her examples
- Amanda said she is getting finalization error when trying to do lien corrections
 - Can't change/correct title details
 - Can't waive \$2 lien fee
 - Needs workaround to correct lien holder if receiving finalization error
 - Craig will find out if SQR exists to change this
 - Will find out how long it will take for SQR to be completed
 - Will send out information in DVS Weekly Update

Review Assigned Action Items:

- Jenn – Follow up on correction to DR Weekly Update about lease buy-outs
- Erin – Send Allison example of change of address for Safe At Home that shows other vehicle owners
- Craig – Find out if SQR exists to fix finalization error when doing lien corrections; send out any info or workaround in DVS Weekly Update

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:		May 4, 2021		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Liz Lauder	May 28, 2021	May 25, 2021	Invite Tessa Norgaard to these meetings
✓	Becky Mechtel Jenn Gagner Todd Oseby	June 1, 2021	June 8, 2021	Develop communication to send to deputy registrars, dealers, and any other appropriate business partners about continuing to use the paid stamp; include which documents should be stamped
✓	Becky Mechtel Jenn Gagner Todd Oseby	May 27, 2021	May 25, 2021	Write a blurb for the weekly updates about the correct process for a lease buy-out
✓	Amanda Coppin	June 1, 2021	Completed	Send Todd examples of lease buy-out problems



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X	Becky Mechtel Jenn Gagner		Not completed. Info is outdated.	Send out link to procedures document in Info Hub
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Next Meeting					
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