



MEETING MINUTES

Name:	Vehicle Services Business Process and Communications Meeting		
Meeting Date:	Tuesday, February 2, 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:	✓
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	
Technology Ideas Work Group Update	Jared O'Reilly	
Vehicle Services Reminder / Communication Opportunities - "Staple stickers here" space on Reg cards - Adding repossessions to Fast Track - Add misc. filing fee for Dealer Conditionals - Staff support for Katie Mancuso	All	
Open Discussion	All	
Review Assigned Action Items	Liz Lauder	

Action Items Assigned		
Date Assigned:	February 2, 2021	
Assigned Owner:	Due Date:	Assigned Action Item:
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



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Erin Olson/All	March 2, 2021	Send Allison examples of Dealer Conditionals that are entered incorrectly
Beckey 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"> • Confirm with Training Team - a communication is being drafted about credits
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"

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<p>February 2, 2021</p> <p>Attendees:</p> <ul style="list-style-type: none"> • Amanda Coppin, Patty Hanscom, Jared O'Reilly [meeting facilitator], Erin Olson, Allison Malack, Jody Verdon, Jim Forsell, Tom Evans, Todd Oseby, Liz Lauder <p>Review Previous Action Items:</p> <ul style="list-style-type: none"> • Craig - Develop a quick reference guide on when to clear deficiencies <ul style="list-style-type: none"> ○ This item was changed to: Craig - Work with Todd to develop step-by-step guide for clearing deficiencies (see different action item below) • Beckey - Send out information about when to copy front/back of DLs at Dealers <ul style="list-style-type: none"> ○ This item was completed on January 22, 2021 • Beckey - Communicate decision about court-ordered rescinds <ul style="list-style-type: none"> ○ This item was completed at the time of MNDRIVE roll out • Tom - Set up meeting to develop survey for adding more special plate inventory to offices <ul style="list-style-type: none"> ○ It was decided to push this back to July • Craig - Send out information about e-signatures in DVS Weekly Update <ul style="list-style-type: none"> ○ This item is still open • Craig - Research legal requirements for signatures for trusts and report back to this group <ul style="list-style-type: none"> ○ This item is still open • Craig - Work with Todd to develop step-by-step guide for clearing deficiencies <ul style="list-style-type: none"> ○ Jared said adding a scanned document stages it to "document received" • Liz - Remove VTRS Project Update from future agendas <ul style="list-style-type: none"> ○ This item was completed on January 29, 2021 • Allison - Research HVUT on in-state title transfers over 55,000 lbs. <ul style="list-style-type: none"> ○ Allison said HVUT is required after 60 days <ul style="list-style-type: none"> ▪ System built so that if transaction is over 60 days, HVUT is required <ul style="list-style-type: none"> • Not required if under 60 days



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- Exceptions are used/transfers
- Liz - Add agenda topic to March meeting to continue discussion of purpose for these meetings
 - Waiting for the March meeting

Technology Ideas Workgroup Update:

- Jared said the group is still putting the new process together for prioritizing deputy registrar SQRs

Vehicle Services Reminder/Communication Opportunities:

- “Staple stickers here” space on Reg cards
 - It was decided to leave this on the reg cards because some deputies wanted it on there
 - If MDRA and DRBOA agree, an SQR can be written to remove the wording
- Adding repossessions to Fast Track
 - An SQR has been written for this
 - Needs to be prioritized
- Add miscellaneous filing fee for Dealer Conditionals
 - Allison asked if this was for legacy or native MNDRIVE transactions
 - Erin said it was for both
 - Some dealers are accepting whatever customer has in hand for proof of ownership document, even if not all documents are present
 - Dealer should be selecting “letter” in the system instead
 - Deputy not able to clear the Dealer Conditional because system thinks all the paperwork is present
 - Workaround is to use the Scans transaction
 - Legacy data has no relevant case found
 - Deputies lose \$11 when they clear the Dealer Conditional
 - Proposing to use “clear scanned documents” option
 - Allison asked for examples to make sure all scenarios are covered
 - Amanda said she has seen opposite scenario
 - Dealer enters a Dealer Conditional when all the necessary paperwork has been scanned to the record
 - There was further discussion about dealer transactions
 - Erin has been fixing a lot of dealer’s VTAP errors
 - Jared said his office is reaching out to dealers to educate them
 - DRs want Beckey to send out communication to dealers and DRs about the procedure
- Staff support for Katie Mancuso
 - Erin asked if someone could help Katie with clearing up the old MNLARS financial issues
 - Liz said there have been discussions about assigning Lisa Melson (MNDRIVE project SME for Financials) to help Katie
 - Todd said Dan Stluka is looking into setting up an email inbox for Financials



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Open Discussion:

- Erin asked if it was possible to see which session had a credit applied to them
 - Allison will ask about the best way to handle this
 - Todd said his training sessions will be covering credits this month
 - SQR in process will alert user to credits on an account
 - Also be able to see credits for offices
- Erin asked if user could see all expired reg for a customer at the top of the list of vehicles (when searching by DLN)
 - Allison created SQR 45155 for this
- Amanda asked why new vehicles in “applied for” status are staged to Impound unit
 - Allison thought this might be due to user error
 - Button for “applied for” is right above the one for “review”
 - Liaisons can stage these back to “applied for”
- Erin said customers think their credential is valid when it is still “under review”
 - Send these examples to Tom and he will take a look
- Amanda asked why there was a charge for “Held for resale”
 - Amanda will send examples to Allison

Review Assigned Action Items:

- Erin – Raise issue with deputy registrar associations about removing “staple stickers here” on reg cards
- Erin – Raise issue with deputy registrar associations to prioritize adding repossessions to Fast Track
- Erin/All – Send Allison examples of Dealer Conditionals that are entered incorrectly
- Beckey – Send out communication about how to do a Dealer Conditional (what paperwork is required). Instructions for how to do it in VTAP
- Allison – Ask about how to report credits to offices
 - Confirm with Training Team - a communication is being drafted about credits
- Erin/All – Send Tom DLNs for customers whose credentials are still under review
- Amanda – Send this group examples of suspended reg that is being charged for “held for resale”

Previous Action Items Assigned				
Date Assigned:		October 1, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer	October 15, 2019		Develop a quick reference guide on when to clear deficiencies
Date Assigned:		March 3, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:



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✓	Becky Mechtel	May 5, 2020	January 22, 2021	Send out information about when to copy front/back of DLs at Dealers
✓	Becky Mechtel	May 5, 2020	November 16, 2020 (MNDRIVE launch)	Communicate decision about court-ordered rescinds
	Tom Evans	April 6, 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		Send out information about e-signatures in DVS Weekly Update
Date Assigned:		September 2, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer	October 6, 2020		Research legal requirements for signatures for trusts and report back to this group
Date Assigned:		January 5, 2021		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer	March 2, 2021		Work with Todd to develop step-by-step guide for clearing deficiencies
✓	Liz Lauder	February 2, 2021	January 29, 2021	Remove VTRS Project Update from future agendas
✓	Allison Malack	February 2, 2021	January 29, 2021	Research HVUT on in-state title transfers over 55,000 lbs.
	Liz Lauder	February 25, 2021		Add agenda topic to March meeting to continue discussion of purpose for these meetings

Next Meeting					
Date:	March 2, 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#



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