



MEETING MINUTES

Name:	Vehicle Services Business Process and Communications Meeting		
Meeting Date:	July 7, 2020	Organizer:	Craig Plummer
Meeting Time:	10:00am – 11:00am	Location:	Join Microsoft Teams Meeting +1 651-395-7448 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	
VTRS Project Update	Allison Malack Jody Verdon Jared O'Reilly	
Technology Ideas Work Group Update	Jared O'Reilly	
Vehicle Services Reminder / Communication Opportunities	All	
Open Discussion	All	
Review Assigned Action Items	Craig Plummer	

Action Items Assigned		
Date Assigned:	July 7, 2020	
Assigned Owner:	Due Date:	Assigned Action Item:
Jared O'Reilly Jim Forsell	August 4, 2020	Develop a process for inventorying plates, stickers, and title stock at offices

Meeting Minutes
July 7, 2020
Attendees:



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- Jared O'Reilly, Chuck Moulder, Erin Olson, Sidney Hagen, Matt Krumholz, Craig Plummer, Allison Malack, Jody Verdon, Jim Forsell, Tom Evans, Liz Lauder

Review Previous Action Items:

- Open action items
 - Craig - Develop a quick reference guide on when to clear deficiencies
 - Still open, waiting for things to calm down and Carrie to be available.
 - Craig/Jim - Develop a quick reference guide for due diligence and bonds
 - Still open
 - Some info is on Info Hub
 - Craig asked Liz to research who asked the question
 - Beckey - Send out information about when to copy front/back of DLs at dealers
 - Beckey - Communicate decisions about court order rescinds
 - Tom - Set up meeting to develop survey for adding more special plate inventory to offices
 - Changed due date to November 30, 2020
 - Beckey - Put something in DVS weekly update about processing reg renewals at DR offices even if customer has mailed in check to renew
 - Craig said Beckey sent this out
 - Erin asked for clarification – if a customer mailed in a payment and went to a deputy office to purchase registration, is DVS cashing both checks?
 - If the MNLARS record has been updated with the office transaction before the mailed-in check is processed, the mailed-in check will get kicked out. Otherwise, if the mailed-in check is also deposited, the customer will get a refund
 - Allison confirmed that the refund will include the filing fee
 - Craig - Identify some in PIC to be involved with DR Technology ideas work group
 - Craig - Ask PIC if they can process duplicate plate sticker transactions over the phone
 - Craig said he believes that if request is within 60 days of transaction, it can be done over the phone
 - If transaction was over 60 days ago, customer must visit an office or mail in their payment
 - Allison - Research statute/rule about what transactions require signatures
- Closed action items
 - Liz - Send out new meeting invite with MS Teams call in number
 - Item completed on June 2, 2020

VTRS Project Update:

- Allison provided an update on her activities
 - Had discussions about corrections at the DR level
 - Everything can be corrected
 - DVS will review
 - Worked on Reg periods and use types and creating the use type categories
 - Started Mobilizing MNDRIVE meetings to set up and start the MNDRIVE minutes
 - Had a demo for the records area on printing records (certified and non-certified)



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- NMVTIS work items and meetings with the NMVTIS help desk
- Attended meeting on Info Hub/E support DR Content conversion project
- Met with Japs Olson on the redesign of the renewal notices
- Demo with mail reg on the DHS renewal process in MNDRIVE with work items
- Electric vehicle surcharge/reg tax comparison
- Demo on the tier 2 trans look up conversion
- Discussed document scanning and what we are going to do at the cutover
- Trainer/SME/Developer Sync up with areas to make sure all their questions are answered if they come up
- Started conversion reconciliation with the data conversion team
- Had a discussion about the financial side of the DHS renewal and when the money is posted
- Jared added that the renewal notice redesign will encourage customers to go online or visit an office

Technology Ideas Work Group Update:

- Jared reported on progress of the technology work group
 - Finalized process for remote vehicle transactions
 - Process was published in DVS Weekly Update and on Info Hub
 - Looking at process for customers granting DRs power of attorney
- Liz reported that discussions are taking place about remote driver's license transactions
 - Process still being documented; more information soon

Vehicle Services Reminder / Communication Opportunities:

- Jared asked who was communicating to offices about inventory
 - Jody remembered that Jared and Jim had started on a pilot project before Covid-19
 - After some discussion it was decided Jared and Jim would work together to see if liaisons could do plate/sticker audits at the same time they visit offices to set up document scanners
 - Plan to be presented at next vehicle work group meeting
- Questions and Answers about deputy agreements are on Info Hub

Open Discussion:

- Chuck asked when/how long Sandbox training would be available
 - Sandbox will be available until roll out
 - Staging environment will always be there

Review Assigned Action Items:

- Jared and Jim – Develop a process for inventorying plates, stickers, and title stock at offices

Previous Action Items Assigned

Date Assigned: October 1, 2019



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✓	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:		February 4, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer Jim Forsell	March 3, 2020		Develop Quick Reference Guide for Due Diligence and Bonds
Date Assigned:		March 3, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Becky Mechtel	May 5, 2020		Send out information about when to copy front/back of DLs at Dealers
	Becky Mechtel	May 5, 2020		Communicate decision about court-ordered rescinds
	Tom Evans (?)	May 5, 2020		Set up meeting to develop survey for adding more special plate inventory to offices
Date Assigned:		May 5, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Becky Mechtel	June 2, 2020		Put something in DVS Weekly Update about processing reg renewals at DR offices even if customer has mailed in check to renew
Date Assigned:		June 2, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer	July 7, 2020		Identify someone in PIC to be involved with Deputy Registrar Technology Ideas work group
	Craig Plummer	July 7, 2020		Ask PIC if they can process duplicate plate/sticker transactions over the phone
	Allison Malack	July 7, 2020		Research statute/rule about what transactions require signatures
✓	Liz Lauder	June 5, 2020	June 2, 2020	Send out new meeting invite with MS Teams call-in number



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Next Meeting					
Date:	August 4, 2020	Time:	10:00am-11:00am	Location:	Microsoft Teams