



MEETING MINUTES

Name:	Vehicle Services Business Process and Communications Meeting		
Meeting Date:	Wednesday, September 2, 2020	Organizer:	Craig Plummer
Meeting Time:	11:00 am – 12:00 pm	Location:	Join Microsoft Teams Meeting +1 651-395-7448 United States, St. Paul (Toll) Conference ID: 296 240 105#

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 Kurtzhals	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	Liz Lauder	

Action Items Assigned		
Date Assigned:	September 2, 2020	
Assigned Owner:	Due Date:	Assigned Action Item:
Craig Plummer	October 6, 2020	Set up meeting (or send Liz list of names of attendees) to discuss which documents need to be originals and which can be copies
Craig Plummer	October 6, 2020	Research legal requirements for signatures for trusts and report back to this group

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September 2, 2020

Attendees:

- Amanda Coppin, Patty Hanscom, Jared O'Reilly, Chuck Moulder, Craig Plummer, Allison Malack, Jody Verdon, Jim Forsell, Tom Evans, Todd Oseby, Liz Lauder

Review Previous Action Items:

- Craig - Develop a quick reference guide on when to clear deficiencies
 - This item is still open
- Beckey - Send out information about when to copy front/back of DLs at Dealers
 - This item is still open
- Beckey - Communicate decision about court-ordered rescinds
 - This item is still open
- Tom - Set up meeting to develop survey for adding more special plate inventory to offices
 - The due date for this item is November 2020
- Craig - Identify someone in PIC to be involved with Deputy Registrar Technology Ideas work group
 - Craig said Mike Pakkala will be involved
 - Craig is waiting for confirmation from Verny Aviles
 - This item will be closed out
- Jared - Send Craig and Todd the business process change about accepting e-signatures
 - This item was completed on August 4, 2020
 - Todd said he talked about this change during training sessions and sent info to attendees
 - Todd posted job aide for e-signatures on Info Hub website
 - Todd talked about the difference between scanned copies of documents with wet signatures and e-signatures
 - E-signatures can be typed into an electronic document or they can be an image file of a wet signature that is pasted/inserted by means of computer software into an electronic document
- Craig - Send out information about e-signatures in DVS Weekly Update
 - This item is still open
- Jim - Send out information in DVS Weekly Update about what will be expected from offices re: inventory of plates/stickers/title stock
 - This information went out in the August 25, 2020 DVS Weekly Update
 - Group discussed the inventory audits

VTRS Project Update:

- Allison was out on vacation
 - Getting started on End-to-End testing
- Jared provided an update
 - Met to discuss office close-out process
 - Met to discuss notice of sale suspensions and insurance revocations
 - Met to follow up on Top 5 DR concerns



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- Jody has been working on testing for Impounds

Technology Ideas Work Group Update:

- Jared provided an update
 - Driver's remote processes still not finalized
 - Discussed "Paid" stamp
 - Driver's receipts will have computer-generated paid stamp
 - Discussed deputies having remote access to online training

Vehicle Services Reminder / Communication Opportunities: (No discussion)

Open Discussion:

- Group discussed e-signatures, and when deputies/DVS still need to see original documents
 - There used to be a list of original documents that had to be submitted for approval
 - Liz or Craig will set up meeting to discuss
- Craig asked if any DR offices were closing for training
 - Jared had heard of some offices that submitted variances to close for training
 - Most offices want to remain open as much as possible to serve customers
- Amanda asked about signature requirements for trusts
 - Craig said requirements were the same as for multiple owners of vehicles
 - Require acknowledgement of their awareness and consent
 - Craig will research legal requirements and report back to this group

Review Assigned Action Items:

- Craig – Set up meeting (or send Liz list of names of attendees) to discuss which documents need to be originals and which can be copies
- Craig – Research legal requirements for signatures for trusts and report back to this group

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:
	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



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	Tom Evans	November 30, 2020		Set up meeting to develop survey for adding more special plate inventory to offices
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
Date Assigned:		August 4, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Jared O'Reilly	September 2, 2020	August 4, 2020	Send Craig and Todd the business process change about accepting e-signatures
	Craig Plummer	September 2, 2020		Send out information about e-signatures in DVS Weekly Update
	Jim Forsell	September 2, 2020		Send out information in DVS Weekly Update about what will be expected from offices re: inventory of plates/stickers/title stock

Next Meeting					
Date:	October 6, 2020	Time:	10:00am-11:00am	Location:	Join Microsoft Teams Meeting +1 651-395-7448 United States, St. Paul (Toll) Conference ID: 345 786 628#