



# MEETING MINUTES

<b>Name:</b>	Vehicle Services Business Process and Communications Meeting		
<b>Meeting Date:</b>	Wednesday, December 2, 2020	<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: 296 240 105#

<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	
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:	December 2, 2020	
Assigned Owner:	Due Date:	Assigned Action Item:
Liz Lauder	January 5, 2021	Change due date for action item about special plate survey to April 6 <sup>th</sup>
Amanda Coppin	January 5, 2021	Send Beckey the issues she is having with dealer paperwork
Jim Forsell	January 5, 2021	Remind liaisons about overriding base values
Jared O'Reilly Amanda Coppin	January 5, 2021	Send Allison information about titles issued in legacy systems that need to be corrected

<b>Meeting Minutes</b>
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December 2, 2020

## Attendees:

- Craig Plummer, Allison Malack, Jody Verdon, Jared O'Reilly, Amanda Coppin, Chuck Moulder, Beckey Mechtel, Jim Forsell, Tom Evans, 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
  - Tom requested new due date sometime in April
    - Liz will update the action item with new due date
- Craig - Send out information about e-signatures in DVS Weekly Update
  - This item is still open
  - Craig asked Beckey to check on this
- Craig - Research legal requirements for signatures for trusts and report back to this group
  - Craig is researching
    - May get something out by end of this week
- Allison – Check with Perry about adding repossessions to Fast Track
  - Allison said this is available with MNDRIVE if customer meets requirements
    - Also depends on how many Fast Track requests are already in the queue
- Allison - Check with Roxy/Hannah about where business process changes will go in MNDRIVE
  - Help manager/MNDRIVE Support tools/MNDRIVE Roll out Business Process Changes
- Liz - Reschedule next meeting
  - This item was completed

## VTRS Project Update:

- Allison working through SQRs to fix problems
- Craig reminded the group to check the Known Issues in the Help Manager
  - Amanda asked if dealers have access to known issues
    - Beckey said they don't have access right now
      - Looking into getting that for them
    - Amanda said she is keeping list of issues related to dealer paperwork
      - Not being able to correct lien information
        - This might not be correctable if coming from NMVTIS
      - VTAP title corrections
        - Amanda wondered if incorrect titles can be deleted
      - Legacy title information not coming over with correct issue date



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- Can't add title if dealer does pre-app and transaction is pending
  - Can't be deleted

- Beckey asked Amanda to send her the list

## Technology Ideas Work Group Update:

- Jared didn't attend the last meeting
  - [Liz is providing summary here:
    - Customers living in nursing homes, who can't come in to office to renew DL/ID because of Covid-19 concerns, can call PIC and request Snowbird packet. PIC will screen customer for ADA exemption to requirement for being out of state
    - Letter ID is not considered private data and may be given out by PIC and DRs/DL Agents
    - Discussed when online knowledge tests would be available again
      - Andrea said changes still have to be tested
      - Target date is Dec. 2<sup>nd</sup> ]

## Vehicle Services Reminder / Communication Opportunities:

- Craig said DVS is working on making 60-day permits available to order on website once MINCORR is up and running
  - Distributing to offices what is available now

## Open Discussion:

- Chuck asked if salvage inspectors are supposed to be entering information into MNDRIVE
  - Allison said yes; inspectors should be entering information that day
    - Chuck said he is seeing some from St. Paul that have not been updated
      - Inspector is handing out printouts and not completing in the system
        - Chuck took care of the ones he had
          - Will send any new ones to Allison
        - Beckey will mention to Linda Maples today
- Craig asked if deputies were getting questions answered from support teams
  - Jared said sometimes support team doesn't have answers and he asks Allison
  - Craig said some deputies are asking same question in 3 different places instead of waiting for an answer from one of them
  - Jody said some deputies are using WebEx chat to ask hypothetical questions
- Amanda asked about procedure for overriding base values
  - DRs can override if change is +/- 10% of value
    - Call deputy liaison if change is bigger than that
      - Jim will remind liaisons that they can make larger changes to base value
- Jared said dealer sent in a clear conditional on title that was already issued
  - He wanted to know how to link it to the record
    - Allison told him to send her the information
      - Amanda also has some examples to send to Allison



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Review Assigned Action Items:

- Liz – Change due date for special plate survey to be sometime in April
- Amanda – Send Becky the issues she is having with dealer paperwork
- Jim – Remind liaisons about overriding base values
- Jared and Amanda – Send Allison information about titles issued in legacy systems that need to be corrected

Previous Action Items Assigned				
<b>Date Assigned:</b>		October 1, 2019		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>
	Craig Plummer	October 15, 2019		Develop a quick reference guide on when to clear deficiencies
<b>Date Assigned:</b>		March 3, 2020		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>
	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	November 30, 2020		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>
	Craig Plummer	October 6, 2020		Research legal requirements for signatures for trusts and report back to this group
<b>Date Assigned:</b>		November 4, 2020		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>
✓	Allison Malack	December 2, 2020	December 2, 2020	Check with Perry Marks about adding repossessions to Fast Track



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✓	Allison Malack	December 2, 2020	December 2, 2020	Check with Roxy/Hannah about where business process changes will go in MNDRIIVE
✓	Liz Lauder	November 18, 2020	November 18, 2020	Reschedule next meeting

Next Meeting				
<b>Date:</b>	January 5, 2021	<b>Time:</b>	10:00am-11:00am	<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#