Adoption Phase Questions/Answers

Created: May 23, 2017
Updated: June 1, 2017
June 6, 2017
June 21, 2017
June 30, 2017
July 17, 2017

Questions presented here are those submitted during the Adoption Phase training sessions.
Questions are divided into topics
Date following a question is the date it was added to this document.
If you don’t see your question here, we are probably still working to get you the correct response.
The MNLARS training team is forwarding questions determined to be a defect to the appropriate team for follow-up.

NOTES:

- Practice environment closed.
- The Learning Center is still available. Super Users and office staff can continue to use use throughout MNLARS implementation and beyond.

Super Users use this link:
https://learningcenter.dps.mn.gov/mnlar5s/DeputyRegistrarSuperUser/MNLARS5ertification_Login.html

Office staff use this link:
https://learningcenter.dps.mn.gov/mnlar5s/DeputyRegistrar/MNLARS5ertification_Login.html

Rev. 7/17/2017
Communications
Does the State plan on doing PSA about the change so that the customers are aware that things may take longer when they are in the office?
DVS is working with the DPS Office of Communication on public notifications. Deputy registrars will receive copies of any information that will go out to the public.

Is there communication with MDRA to make sure everyone is ready for rollout?
MDRA and DVS meet regularly through monthly stakeholder meetings and at the bi-weekly system demonstrations. They are an important part of the communication plan for MNLARS rollout.

Corrections
No editing function before completing cart, requires complete do over – not user friendly.
No correcting function after cart completed.
For the initial release of MNLARS, once a transaction is added to cart, it cannot be corrected. If a user discovers an error s/he must delete the transaction and start over. We know this is not an ideal situation and are looking at correction capabilities as an enhancement feature.

When a transaction is processed and completed in MNLARS and an error is caught after the fact, how would we correct it? (07/17/2017)
You do not indicate what type of error. However, most questions about corrections have been about correcting fees. Once the cart is paid, there is no way to correct it, not at your office or in DVS. That is why it is vital that deputy registrars confirm with their customer that they are renewing/transferring the correct vehicle and that the customer has the check or cash in hand to pay for the transaction before you check out.

As for non-fee corrections, transactions can be edited before they are added to the cart and certain roles at a deputy registrar office have the ability to swap stickers and/or plates if it is handled the same day.

Disability
Also with disability certificates the name of the customer is not entered? Is that correct? (06/06/2017)
Correct. Disability certificates are issued using the current process. You enter the transaction fees into MNLARS so they are recorded within the miscellaneous transactions in MNLARS. This will be covered in a future training module.

Do we attach the 60-day permit with barcode? (06/21/2017)
You are not required to send in a print of the 60-day permit. However, if you choses to do so, yes, you will need to affix a barcode sticker to the permit and scan it into MNLARS.

Currently if a customer comes in questioning about their disability permit (lost/renew/where is it) we can check the record to see if it was issued and if it’s still good, needs doctors signature, etc. In the new system, is there a place we can query about the disability permits? I only find the option to enter the $5.00. Will we need to call PIC for each of these type of inquiries? (17/17/2017)
The DR can look in Transaction history and see if a deficiency letter has been added by the Special Plates unit. Otherwise PIC is probably the next step, the disability screens will still be available to them.
Documents/Printing

Is there something that will print to show what we processed for the customer though? (06/06/2017)
Yes, the Transaction Summary receipt.

If we have a nonuse registration, that gets barcoded and sent in right? (06/06/2017)
Refer to the Document Management guide in the learning center. The nonuse statement within a renewal does not get barcoded and the office retains it for 15 months.

Do all Minnesota titles, which are filled out, need the title app printed? Or just the title? (06/06/2017)
You do not need to print the MNLARS title application if the application portion on the Minnesota title is complete and signed by the purchasers.

We are having a hard time getting the full vin on the registration/cab cards when we print them for the customer. Will this change with the real MNLARS? Or do you have any suggestions. (06/06/2017)
We can’t seem to get them to fit no matter what changes we make on our end. (06/06/2017)
The MNLARS team is looking into this printing issue.

When printing renewal receipt (cab card) vin # gets cut off at end. Is that something that requires us to reset our printing settings? (06/30/2017)
Each printer has unique settings. There isn’t universal setting that works for every office. Check with your office IT service if you need help with printer settings.

Duplicate Plates/Stickers

Transfer with a duplicate plate no registration due, it is charging a prorated registration fee. We tried this many times. Following the steps in the entry manual to the t. Does not seem to be working.

Duplicate plates will be covered in future Phase 2 training. The entry manual you are currently using is ONLY for new to Minnesota vehicles. It should not be used for the transfer of a vehicle already registered in Minnesota.

I am doing a practice transfer for a dealer. The MN title record shows current registration, but the dealer is requesting a duplicate plate. The MNLARS program is charging a wheelage tax and partial registration along with the duplicate plate fee. How do we fix this?
1.) Search and locate record
2.) Select create transfer app from actions drop down
3.) In registration panel, do the following:
   • Click replace plate button
   • Enter plate in plate field
   • Enter sticker in sticker field
   • Click calculate fees

Currently insurance is not required for a duplicate plate - now it will be??
With duplicates plates or stickers, can you bypass insurance because they are not order new reg? (06/01/2017)
Insurance is not required for a duplicate plate transaction.

So we have to have a signed duplicate title app for every duplicate title we submit now? (06/01/2017)
Correct. The 2067A form signed and retained at your office for 15 months.

**Will the system eventually allow us to print dup app or dup title app when processing? (06/01/2017)**
That can be requested at mnlassrtraining@state.mn.us as an enhancement.

**So will we have to complete a special plate application again? And attach it. (06/01/2017)**
Only for the five special plates that require DVS approval. They are disability, personalized, Gold Star Family, POW, and Medal of Honor.

**If a customer's plates are stolen, will that be noted on the record? (06/01/2017)**
No. The MNLARS vehicle record does not display the reason for the duplicate plates, such as “stolen.”

**What if we give customer a sticker and they put it on the wrong vehicle. (06/01/2017)**
Since the error is the customer’s, they would need to purchase duplicate registration stickers for both vehicles.

**Can we keep a copy of the cab card instead of the PS2067A? (06/01/2017)**
No. The application PS2067A is required.

**Duplicate Registration Cards**

**Will we be able to print the cab card through MNLARS. (06/06/2017)**
No, not at this time.

**Duplicate cab card fees don’t automatically populate like other fees, will this change? (06/06/2017)**
That may be a future enhancement.

**It was my understanding, that ever since the duplicate cab card was fillable and printed at the deputy office the $1.00 fee was no longer...so it is changing back to the $1.00 fee and still printed here, is that correct? (06/06/2017)**
The fee for a duplicate registration is $1 and it is due every time a duplicate registration card is applied for. This is not new. If you have not been charging customers, you need to start.

**So DVS sends out the dup reg cards. (06/06/2017)**
No, DVS doesn’t send out a duplicate registration card. Deputy registrars use the duplicate registration card form on ESupport Resource Center (soon to be on the Info Hub as well). The form is a pdf that you can fill in and print for your customer, the same as you do now.

**I have a question on the Duplicate Registration Cards. I practiced doing this and all the customer gets is a receipt for $11.00 but they have nothing showing the vehicle information unless I am missing a step. I thought the reason that a customer wants the duplicate registration card is to show proof that they are the owner and that the tabs are up to date. I don’t see too many people wanting a duplicate lien card with no vehicle information on it. Isn’t the registration card used for proof of ownership? (06/06/2017)**
The procedure is the same one you have now. You use the registration card form (PDF) on ESupport/Info Hub

- Fill in the appropriate information
- Print a copy for your customer
You may also give the customer a copy of the completed PS2067A that you have stamped.

**Duplicate Titles**

For dup title, how do you check if a title is pending? (06/01/2017)

View the vehicle record and look at title status. MNLARS updates records in near-real time so there is little lag time between submitted transactions and record updates, unlike today. MNLARS will not allow the transaction to occur if a transfer has been submitted, but not yet approved by DVS.

If the customer is at the window, does a duplicate title form need to be filled out and signed? Barcoded? (06/01/2017)

Signed but not barcoded and sent.

Will this site have a link for the duplicate application (2067) or do we need to have form prior to starting this process? (06/01/2017)

The link to the PS2067 form is available on ESupport and the Info Hub. It is not part of MNLARS.

So, customer is required to fill out paper form for duplicate title, sticker, plate, etc.? We don't require that now. (06/01/2017)

Yes. The customer must complete and sign a PS2067A or B.

If there’s attachments for dup title we send to DVS but if there are attachments for dup plates we don’t send that to DVS? (06/01/2017)

Correct. The exception is the 5 special plates that required DVS approval. They are disability, personalized, Gold Star Family, POW, and Medal of Honor.

What is the turnaround time going to be on duplicate titles? (06/01/2017)

7-10 (business) days.

What if a person comes in but nothing is on state record to do duplicate title. (06/01/2017)

We will cover purged titles in a few weeks, as well as no proof of ownership.

Can a duplicate title be applied for if it's salvaged or has impound flag? (06/01/2017)

Yes.

On the job aids, it says the title # would be the same but with a revision indicator? What is that? (06/01/2017)

It would be a -1, -2, -3 etc.

Is a customer able to purchase reg and apply for dup t at same time? (06/01/2017)

Yes, you can do one transaction, then from cart add an additional item.

If a duplicate title needs to go to a dealer, how will a dealer number be able to be added? (06/21/2017)

MNLARS will not have dealer information until dealer licensing is developed. It is something that is being worked on at this time. Until dealer licensing is available in MNLARS, deputy registrars will have to use the temporary mailing address area and enter in the dealer’s name and address. The effective dates for the temporary mailing address shouldn’t be longer than 2 weeks, but that will depend on the turnaround time. We can give you a more accurate time frame when MNLARS is live.

Rev. 06/21/2017
**ESupport/Info Hub**

**Aren’t they shutting down ESupport?**
The motor vehicle portion of ESupport and the Resource Center on ESupport will go away when MNLARS goes live. They will have been replaced by MNLARS or the Info Hub. However, driver’s license functionality and some information pieces will remain until the Driver Services phase of MNLARS has been fully implemented.

**So we’ll still have to use ESupport with another login id?**
Yes. For the time being you will have to manage multiple logins, one for MNLARS Permits/ESupport access and another for the new MNLARS motor vehicle functionality.

**Will the forms on Info Hub be auto fill like the ones are now on e-support?** (06/01/2017)
Yes, they are the same forms. The links are just being moved from ESupport to Info Hub.

**Will the forms be provided to offices by DVS and stocked in the warehouse or will we still be required to print them still?** (06/01/2017)
Still print them.

**I thought we were going to eliminate having forms besides filling out online?** (06/01/2017)
We do not plan on eliminating forms. Forms are available online or in the case of the PS2000 may be printed through MNLARS.

**In the old resource center there was a training guide for NMVTIS - will that still be available in the Info Hub?** (06/01/2017)
Yes.

**Fees**

**There is no running total for a Minnesota title transfer until pending cart.**
Yes, the Minnesota title transfer function does not have a fee pane. If a customer wants to know what the title fees are before completing the transaction, deputy registrars will need to use the Fee Chart Quick Reference Guide.

**The taxes paid are off one penny on some taxes paid transaction...how can this be fixed?** (06/06/2017)
We are aware of the difference, which occurs because the point in the calculation where the tax is rounded off is different in MNLARS. MNLARS will be the source of truth for the amount of tax due.

**General Training**

**How long will training videos and other related material be available?** (06/01/2017)
The training materials will be available throughout adoption and as long as we deploy enhancements to the system. Eventually they will transition to the Info Hub so they are available for new employees or as refreshers.

**How many types of transactions does each employee need to do to satisfy that type of transaction?**
Each office is free to determine the criteria for their employees to become skilled using MNLARS. The key is to ensure your staff have the time to practice the transactions to gain proficiency. Some employees may need more practice than others before they are comfortable using MNLARS.
Name and address field do not auto populate, although customer already has a Minnesota record.
The Adoption “practice” environment does not have the capability to auto-populate the name and address fields. However, it will do so when MNLARS goes live.

Users should only have access to system once all training is completed. Not all staff provides all services. Are there plans to include role restrictions?
It is the responsibility of each office to ensure their employees receive MNLARS training, use MNLARS correctly, and follow your office’s protocol regarding the types of transactions employees are allowed to handle. The Adoption phase is set up to allow your employees to gain experience with the new system in a non-production environment where they can do no harm.

“Search for title” can be misleading. Clerk may be interested more for searching vehicle.
In time, the terminology used in MNLARS will become more familiar.

Not barcoding and entering enough information on miscellaneous documents can become a problem.
We understand your concern. However, following the procedures developed for miscellaneous documents greatly reduces the chances of a problem arising.

Will all of staff have to test out of these new segments in Phase 2?
Yes, all staff must complete phase 2 materials. There will not be a quiz for phase 2, but it will be required that each person access all videos and review all documents to get marked complete for the modules.

Why can’t we use the backspace key in MNLARS?
You can use the backspace in text fields but not in drop down menus. Also in text fields, you cannot backspace out of the text fields. If you backspace out of a text field or backspace in a menu drop down, you will be taken out of the transaction and returned to the Search for Title screen.

Are we going to have these system issues as well?
No. You should not experience these issues once MNLARS goes live. Please report any issues experienced during training or practices during the Adoption Phase to mnlars.training@state.mn.us.

Will the practice environment be available for the Thursday and Friday that the state is down? (06/30/2017)
No, Friday July 14 is the last day users will be able to access the practice environments. Starting on July 17, the technical teams will use the environment to conduct final system to system checks. However, the training modules and job aids on the learning center will be available.

Impound Plates
Sometimes a customer will come in and the impound order isn’t on the record yet. Will we be able to move forward?
Yes, the system will allow you to put Administrative Impound plates on a vehicle without the impound order added.

Is there a waiting period between when the impound order is entered and it appears in MNLARS?
No the impound order should appear in real time after DVS enters it on the record.

How quickly will the impound order be entered into MNLARS after the violation?
Hard to say. It depends on when the DVS Impound unit receives the order and enters it.
It would be nice if the impound order was in a different color so it stands out on the record. You can submit this as an enhancement.

What about verifying driver’s license status? Is there a link on that page? Where does it show that his dl is valid/reinstated? For now, you will continue to use ESupport to check driver’s license status.

How will we know if the violator was the owner on record or if someone else was the violator? You will know by expanding the vehicle record when you first locate it. The vehicle record displays the owner information, as well as impound order/violator information.

If Shanda loaned her vehicle to a friend, and that person got the violation, that name will show up then? Yes, unless Shanda contests the impound order and has it rescinded.

Since the request for administrative review is a no fee transaction and we fax the document will it still need to be entered into MNLARS. No. You should instruct a customer requesting an order be rescinded to work directly with the DVS Impound unit. More information about fees will be available when the rescind functionality is completed and the job aid is updated.

What if the impound order isn’t on record yet? They only have the impound document from the officer. Can we still do it? Yes, Impound plates can be put on prior to DVS adding the impound order to the record. However, impound plates cannot be removed until an impound order is completed and no longer in effect.

So you have to remove the plates that were taken first then put in the w plates? (06/21/2017) No, standard plates are replaced by W plates in the same transaction.

Anyone who processes passports does NOT have access to driver’s license info on ESupport, what do they do to verify? There is a link in ESupport to verify the status of a driver’s license without pulling up the entire record. It’s the procedure you use now. That link will be added to the Info Hub.

Can rescind orders and court continuances be worked on together? (06/21/2017) No. You do one or the other. There are no fees for rescinded order. For continuances the customer must apply for new plates and pay the fee.

Insurance When the dealers do drop-off work, they have been including a copy of the insurance card. We will be entering the insurance information onto the MNLARS system – will it be necessary to also hand-write the insurance on the PS2000 since the customer signatures will be on the 2000 – not the printable version we would have after entry work is complete? I know you don’t want the insurance card submitted. (07/17/2017)

No, you do not need to write the insurance information on the PS2000. You just need to enter the information into MNLARS. You are correct, we do not want the insurance card submitted.

Rev. 06/21/2017
Inventory/Reports

No sticker inventory
When MNLARS goes live deputy registrars will not be able to track their inventory in the system. However, we know it is important that you have that capability and inventory tracking for deputy registrars is in development.

Weight sticker, weight information opens.
Weight stickers are not an inventory item.

Is there a daily sticker summary in inventory? (06/01/2017)
Not yet. There is additional inventory functionality coming later.

So we can do multiple things in a day for each record? Say they need new plates and want a dup title. (06/01/2017)
Yes, you can add multiple transactions to cart for one user.

How long are stickers and plates reserved for in MNLARS? This was decided that Deputy Support should test each scenario and report back the time. (06/01/2017)
- If cart is abandoned, stickers and plates are released after 3 hours.
- If a cart is deleted/cancelled, the sticker and/or plate is available immediately.
- If the plate is released in the registration panel, the plate is available immediately.
- If you are timed out before going to the cart, 3 hours
- If you are timed out after going to the cart, the cart should be able to locate as an open cart and the transaction continued.

I was using the adoption environment, entered the vehicle info, purchase price, and it calculated correctly, I then entered plate/sticker issued and it calculated correctly, but when I went to enter the owner info, I misspelled the name, and then forgot about the backspace issue and backed myself out of the transaction. I did not finish, but when I tried to reenter it, I can no longer use plate or sticker number. Even without putting into a cart will we be required to make those plates and stickers available in the inventory if we entered incorrectly but never pended?
The inventory will be held for 3 hours before it can be used again. Another office suggests having a holding area for stickers that are being temporarily held by MNLARS.

Liens

What happens when you submit an application for title and your customer tells you have a lien to add?
If the transaction is not paid and a lien is requested: Cancel the transaction and re-enter the transaction to include the lien.

If the transaction is paid and a lien is requested: You cannot add a lien when the transaction is in a submitted state. The customer must wait to receive the title and return to your office to add the lien.

Did you say they will have to wait to get duplicate title to add a lien? (06/01/2017)
So no more adding a lien at the time of request for duplicate title? (06/01/2017)
So I just went through the additional phase II training, and in the section for duplicates / liens, it states that if the owner does not have the title, that they must apply for a title 1st and wait for the title to be mailed to them. They must have the title in hand in order to change/add a lien. Currently this is not the case. They can submit a duplicate title request with any lien releases for existing liens, and a grant form if they need to. So this procedure is definitely
changing? If so, I will need to let our customers know as soon as possible. This will be an issue for the banks and credit unions that use this method to secure their lien when the customer cannot find their title. (06/01/2017)
Correct, the procedure is changing. You cannot add a lien at the same time a customer applies for duplicate title. The customer must wait until they receive the duplicate title and then come in to add the lien.

Don't we have to barcode & send in the lien card when releasing a lien? (06/01/2017)
Yes, if the lien card is the signed lien release.

Will any lien info be stored for possible autofill? Considering we can get multiple transactions to add liens from the same lien holder. (06/01/2017)
No. You need to complete the information for each individual transaction.

Do you barcode grant forms? (06/01/2017)
Yes.

Are we able to create a title for a non-titled trailer title because a lien is being added? (06/01/2017)
Anytime a lien is added, or the checkbox selected to issue a title regardless of lien status, then a title will automatically be issued for class 62 trailers.

If we do need to do a duplicate lien do we find the link in duplicate title, sticker plate or would the link be in Manage Lien. (06/21/2017)
We assume you are referring to issuing a duplicate lien card. That isn’t handled in MNLARS. There is a duplicate lien card form (fillable pdf) available on ESupport/Info Hub.

Manufactured Homes

Manufactured Home Surrender Title Job Aid states "certificate of title for a manufactured home be surrendered to the Department of Public Safety if the manufactured home is affixed to real property and is financed by a mortgage." This sounds as if you must have a mortgage to surrender the title. Is that correct? (7/17/2017)
Questions regarding current motor vehicle procedures should be directed to the DVS Deputy Support Unit.

Miscellaneous

Primary colors only – the list is lengthy.
The color codes used in MNLARS are those used by the National Crime Information Center (NCIC) and are used by law enforcement agencies across the nation. While having to scroll through the list may seem burdensome at first, eventually users will become familiar with them.

What can be done to expedite the time the customer spends in line or at the counter?
Because all offices are different, we encourage you to look at the work flow in your office and make changes that best accommodate your staff’s needs and those of the customer. (5/30)

Can user names be changed, they are too long and difficult to remember.
No. They cannot be changed. (5/30)

Can you do two transactions on one VIN on the same day?
It depends on the type of transaction. For example, a customer could purchase registration stickers in the morning and come back in the afternoon to apply for a duplicate title. (5/30)

**Deputy registrars were told for MNLARS that a copy of a Minnesota driver’s license was needed with out-of-state titles – it appeared in an earlier training document.**

Do not submit copies of Minnesota driver’s licenses. The only time a photo copy of the license is required is when the license was issued by another state. (5/30)

**Sometimes people trade in more than one vehicle – will there be space to include more than one trade-in?**

In the trade-in amount field, put in total trade in value of both vehicles. Enter the identifier of one of the trade-in vehicles, then write the other one or both on the PS2000 or title application.

**Are military papers sent in for barcoding?**

You will need to attach a copy of military papers and barcode them.

**How many owners will print on the title?**

The certificate of title document only has room to display three owners.

**There is no box in MNLARS to record a leasing company Tax ID number.**

Write the number on the PS2000 or on the certificate of title.

**Will there be a public service announcement?**

Yes, DVS with the assistance of the DPS Office of Communications will send out news releases related to MNLARS. Deputy registrars will receive a copy of any public communication the department issues.

**How if anything will this impact out of state dealers?**

MNLARS should not impact out-of-state dealers. Deputy registrars are encourage to communicate with their dealers to let them know a new system is being implemented this summer. **Mobile home transfer. Is that in another phase of training? That doesn’t work either. It also has to have a purchase price. They don’t require purchase prices. They require only property tax proof of payment.**

Handling the various mobile home situations will be covered in future training. Choosing the manufacture home tax exemption allows you to bypass the purchase price. The deputy registrar will review the proof of property tax payment and barcode the document to attach it to the MNLARS transaction.

**What option for make of vehicle do you select when it is not listed? Example would be a van, there is not an option for van or minivan. (06/06/2017)**

Enter the these vehicles as an SUV.

**What if there is an insurance company that is NOT listed in the menu, can I write one in? (06/06/2017)**

1. Select “other” from the insurance drop down list.
2. Enter the insurance name in the field that becomes available.

**My question is in regards to the title number. Currently, when a customer comes in with a MN title, we scan the title number into the record lookup and if it’s not the current title, it does not bring up the record and we know there is a**
newer title out there. Since the number will now remain the same, by scanning the title number, will it bring up the record if we scan an older version of the title? (06/06/2017)

Yes, however there will be only 1 listed as the Current Title.

Is it possible to work with MNLARS using two monitors? (06/21/2017)

Yes, you may use dual monitors while working in MNLARS.

Is there going to be a hold on our end if it’s a salvage title? Or do brands no matter like it does now? (06/21/2017)

Brands matter. Deputy registrars will follow the same procedures for salvage brands as they do now. Deputy registrars will not be able to assign a brand to a vehicle – only DVS staff will be able to do that.

Lately state web sites are down quite often. Is mnlars going to be more efficient and what will be the procedure for title transfer and reg when computers are down? (06/30/2017)

MNLARS was built to be a more stable, accurate and efficient system. Should the MNLARS system go down, transactions will not be able to be processed until the system is restored.

Screen is not wide enough. Not able to see box clicked at bottom of screen. Poor visual. (06/30/2017)

Adjustments on size and monitor resolution can be made on your computer to help with these situations. If you do not know how to do this, we recommend you contact your IT service.

Registration Date - purchased on date? When looking at the record, we like to see when a customer purchased their registration. What date? (07/17/2017)

To see when registration was purchased, look up the record in transaction history. The most recent transactions will appear there.

On new homemade permanent registration, do we use date they come in or date of completion for sale date. (07/17/2017)

Either one is acceptable.

This system is not ready. It is premature & foolish to start it at this time for way too many reasons that have been brought up & totally ignored. I don’t know of any Deputies who don’t feel this way. This system has potential but in it’s current state is triplicating work unnecessarily, is slow & very user unfriendly. The Minnesota public is going to be extremely unhappy. Please give me a contact & phone number we can share with them when they want to express their displeasure. (07/17/2017)

As with anything, the more you use it, the better you will get. It’s why we stressed the need to practice as much as possible during the adoption phase. In addition, the MNLARS you used during the Adoption Phase is not the final production build. Many of the things deputy registrars reported have been fixed. We’ll continue to develop and add new functionality every several weeks. Finally, good customer service cannot be measured only by the time spent in an office. I may spend more time at your counter, but I walk away secure in the knowledge that my vehicle record reflects up-to-date information and I’ll receive my title sooner than I would under the current system.

MNLARS Permits

Does MNLARS automatically print a 60 day permit? Will it eventually issue a permit automatically? If you put in surrender and don’t do a 60 day is that going to create problems?
No, a 60-day permit will not automatically print. Follow current procedures for issuing 60-day permits. The HP MNLARS Permit system and the new motor vehicle release are not connected and will not be even when we go live this summer. However, vehicle permits is part of an enhancement to the new MNLARS and eventually will be an automatic process.

How do you issue a 60 day permit? Isn't that part of the transaction? How are 60 day permits issued?
When I enter a Collector plate to a transaction in MNLARS, how do I issue a 60-day permit? I looked under Event Permit and MNLARS Permits, but that did not help. (06/06/2017)
Follow current 60-day permit procedures, using the HP MNLARS permit system.

Can printing a 60 day permit become part of MNLARS transaction in the future?
Yes, vehicle permits is part of a planned future enhancement.

So we'll have two different user names to login for the 60 day permit?
Yes, for the time being you will have two different logins. One for the new MNLARS and one for the old HP MNLARS Permit system.

New to Fleet
Need to select vehicle class, yet also have to select body/style type.
At this time, users will have to select body/style type. However, it is something that is being looked into as a future system enhancement.

If customer has an old title and vehicle is not listed in the system – do they enter in the category “new to fleet”?
Yes. Apply for title if transferring. If registration only, recreate the purged vehicle record.

For title transfer back in, is the purchase price required?
Yes, if the transfer is to a new owner. No, if vehicle is being title in existing owner’s name.

I am practicing and trying to find where I would go to for MSO trailer non-titled. (06/06/2017)
Refer to the Vehicle Entry User’s Guide page 55. This document was provided during Phase 1 training and can be located by going to the learning center. Select the support tab at the top of the page. Locate the job aid within the list- Vehicle Entry User’s Guide.

Office Closeout
Can someone please tell me how office closeout works? Will we have to do an office closeout at the end of the current day? We normally don’t count money until the following day... and it requires us to put in a value for cash/check/charge?
Office closeout is something that will be covered in a future training session.

I have another question and I might be jumping ahead a bit but we have great concerns in our office about reconciling our work in the new (MV) and old (DL) systems. We have repeatedly been told there be no “report” that needs to be done like we currently do now in the am of the following day. We combine funds for MV, DL and DNR transaction in 5 cash drawers. Looking ahead at the end of the day report/closeout, we are supposed to enter amount of cash/check/credit for MV MNLARS transactions. How is this possible? (06/21/2017)
Deputy registrars will not complete a daily financial report in MNLARS like they do today in ESupport because MNLARS is capturing the financial information as the transaction is completed. You do not have to split out MV funds into check/cash/credit if you mix funds in your cash drawer. However, all deputy registrars must be able to balance the funds in their cash drawers with the transactions they have taken in and should follow best practices for cash handling.

Should we keep a copy of the closeout page before submitting? Would we ever need to refer back? Can it be reassessed if there is an issue? There is no print option yet. (06/30/2017)

If you’d like, you may take a screen shot of the closeout page and print that document. DVS does not require you to do this.

Where do we see daily transactions to find missing stkrs or plates to balance? Is there a report that will show us the range of stickers sold for the day. Otherwise we will not know if we are missing a sticker or some other transaction is wrong...How will we know where to start looking for discrepancies? (06/30/2017)

This will not be available initially. It is functionality that is being built and will be implemented at a latter build.

If we have difficulty balancing and have difficulty figuring out error, we can’t closeout, but then we can’t start next day either. What are we supposed to do? (06/30/2017)

Your office may continue transactions without closing out, however, you cannot go past the 4 days without closing out just as the procedure is today. When you do close out, you will be required to close out from the oldest to newest transaction.

So to start the day with 30 dealer applications run through our POS system. We will have to put those in first and then reconcile? Before we start the day as we are open until 5:30. (06/30/2017)

No. Those transactions will be on the next day’s close out.

I have a small office and there are many days where I do not issue any permits, do I still need to enter the zero data into the misc. trans permits area and enter the Julian date? (06/30/2017)

You must print from the current permit system as you do now and send that document to DVS. In MNLARS, you do not enter anything UNLESS you sold a permit. Do not enter a 0 if you have not issued any permit that day, leave it blank.

Right now we have 2 different sign ons though~ so that will change once we go live? (06/30/2017)

After MNLARS goes live, for a period of time there will continue to be a different sign on for both systems.

I heard you mention electronic/ACH payments for our daily reports, is that how we will send our $ to DVS when MNLARS rolls out or can we still deposit our check daily? (06/30/2017)

DVS will collect the amount of money recorded into MNLARS. You may continue with electronic or deposits as you do today.

Are we able to view or print any reports that will show a breakdown of state and filing fee amounts? (06/30/2017)

No.

Office Setup and Transactions

Some of the offices don’t enter renewal transactions at the time customers are in front of us. We do it after, when there is time or I have always done it the next morning. (06/01/2017)
In most situations, the transaction information is entered at the counter when your customer is present.

If our office wanted to order a second scanner, what would the process be to get another one? (06/01/2017)

You may wish to check your local office supply store or look online for retailers.

Registration/License Plates

Will it stop you in registration if it is a 7-year replacement?

Yes. MNLARS lets you know if you need to issue a 7-year replacement plate.

Proof of registration – currently get a copy of the PS2000.

The PS2000 isn’t going away, so you can still stamp and validate the customer copy of the form. In addition, you can print a receipt of the transaction and stamp. Since the information will update on the system in real-time, Law enforcement agencies will see the new owner/new registration information. However, just like today, the validated PS2000 or receipt can be used as proof of registration.

Renewal required plates although it was not plate year and prebill did not indicate a plate fee.

This issue was referred to the MNLARS team for further investigation.

During Phase 1 training - the replace plates button would return plate inventory - however it does not appear to be the case. Is the Replace Button functionality ONLY to replace the existing plate and have no impact on releasing inventory?

During a transaction, if you have entered a new plate into the plate field, clicking the Replace Plate button will return the plate to inventory.

If the plate in the plate field is an existing plate, such as in Renew Registration or Title Transfer transactions, clicking the Replace plate button will blank out the plate field, but not return that plate to inventory.

Can they make the “Plate already in use” message bolder and more visible?

We can bring this to the user interface manager, but if it’s something he can do, it will probably not be done in time for the initial release.

When trying to renew registration for plate 831KJH in the try MNLARS site, there wasn’t an option to renew the registration. This vehicle has a suspense for a missing signature to order a new lien card in the system. Will any suspense cause no renewal to be allowed? In our area, there are many people with suspense codes relating to out-of-state titles. (06/06/2017)

Plate 585UJM will not let me renew tabs as the record has a flag for outstanding title. Has many options grayed out. (06/06/2017)

A deficiency (suspense) should not stop a registration renewal. This issue was sent to the MNLARS team as a defect.

If we don’t get the renewal form (someone takes it off the printer or there is a printer problem) Is there a way to print another renewal form after we have finished and selected done?

Once the transaction is complete, it cannot be reprinted from MNLARS. What you can do is a cab/registration card using the pdf form on ESupport/InfoHub.

If registration was processed offline and has not been updated yet we cannot process a transfer, etc. since MNLARS will not let you complete a transaction without entering registration since the record isn’t showing it. Once MNLARS
has been in place for a time, this won't be an issue, but until then, is there going to be a way to accommodate this situation?
Yes, DVS has a way within MNLARS to enter the transactions that were started at a Deputy Registrar office before
MNLARS goes live. This is known as our in-flight process. The current turnaround time will apply to see the updates to
the record.

Are we going to be able to do the 3 year trailer renewals on weighted trailers with GVW 3001 to 7200lbs on MNLARS.
(07/17/2017)
Yes, MNLARS was designed to accept three-year renewals on weighted trailers up to 7,199 pounds gross vehicle weight.

Quarterly Registration Job Aid states "proof of HVUT payment is required on the first registration made in the year". Esupport shows "(HVUT) is required with the registration of any truck with a gross weight of 55,000 pounds or more" and "Proof of HVUT is not required upon the transfer of a manufacturer's certificate of origin or a foreign state title to a Minnesota buyer" and "If a vehicle has not been used for two (2) or more registration years, proof of HVUT is not required". We have always collected HVUT every time a vehicle over 55,000lbs is registered. MNLARS and Esupport contradict the other. Which is correct? (07/17/2017)
The information on ESupport is correct. The HVUT field in MNLARS is a yes/no selection and not prevent you from
completing the transaction if you check “no.” It was designed that way to accommodate the situations when HVUT is not
required, such as on a transfer of ownership with an MCO. MNLARS and ESupport are in agreement

When we do a renewal now, if a non-owner comes in with renewal notice we put the non-owners DL # on the system.
Will we be doing that for new system? (07/17/2017)
When a payment is made by check, two optional fields appear next to the $ amount field, one for check number and one
for the name of the payer. You can add the non-owner’s name in that field although MNLARS will allow you to continue
without it. You should still note the payer’s DL number on the prebill.

Sales Tax
I understand that all that is needed when claiming sales tax exempt is to just use the drop down arrow and select the
reason and that sales exempt certificates are not to be barcoded and sent in. My question is when an exemption
claim of Native American is claimed, will the state still require a signed document with the requirements or will
selecting from the drop down arrow be sufficient? (06/06/2017)
Requirements for tax exemption claims remain the same. Follow current procedures outside of MNLARS and select the
correct item from the dropdown within MNLARS.

We were practicing in the playground doing a transfer with an individual adding their spouse to the title (single to
joint) unfortunately there is not an exemption from single to joint, however there is one from joint to single (but it
does not charge the $10 transfer tax). So the closest exemption we could choose is gift to family member but it does
not include the correct fees it leaves out the $10 Transfer Tax too. We are wondering what process/exemption to use
for a title transfer from single to joint ownership (adding spouse, family member, etc.). (07/17/2017)
Single to joint ownership isn’t (and has never been) a valid sales tax exemption. A gift (no monetary consideration) to a
spouse or a family member is a valid exemption and is available in MNLARS. The $10 transfer tax, is not due on transfers
from joint to single ownership, is due on transfers from single to joint ownership. When we tested, MNLARS was
charging the appropriate fees.

Special/Disability Plates
If the disability plate applies to a minor child, how do you specify that in MNLARS? Who is the designee for a minor
with a disability?

Rev. 06/21/2017
Select “guardian” or “parent” of the minor from the Qualifying Person drop down list.

So if the spouse of the firefighter is the disabled person, can he still display a disability plate?
The disabled spouse may obtain a regular disability plate that can be displayed on the vehicle or the firefighter may apply for a firefighter plate, but it cannot have the disability insignia.

How do you specify in MNLARS that a special plate is being gifted to another person?

1.) Go to Remove/Replace Plates
2.) Choose Remove Plates
3.) Select “Gift” for the Reason.

If someone relinquishes their rights to a plate will this be done through a process similar to this?

1.) Go to Remove/Replace Plates
2.) Choose Remove Plates
3.) Select “Surrendered” for the Reason.

So once the plate is under held by owner, will you be able to do a new to fleet with the plate transfer by entering that plate number held by owner?
The MNLARS team is currently working on a process to accomplish this.

After you have selected Replace Plate, how can that field be removed/closed?

For example, if the customer asks for a Critical Habitat plate and then changes their mind. SO to RELEASE the RELEASE PLATE FIELD - you have to CANCEL AND START AGAIN?

If the plate in the plate field is an existing plate, such as in Renew Registration or Title Transfer transactions:

1.) Click the Replace plate button
2.) Blank out the plate field
3.) Enter a plate in inventory

If the customer changes his/her mind and decides they want the existing plates, you will need to cancel out of the transaction and start over.

Will a print application form pop up for the golf plate if you select it in the Order Plates window?

Yes, it will.

For special plates Deputy Registrars are approving, are Deputy Registrars approving plates but still attaching and sending in documents? So we are approving special plates not in inventory but still sending everything in?

Yes, deputy registrars must attach the PS2010 and other qualifying documentation for plates that are not in inventory and submit them to DVS.

Can special plates be issued as part of the transfer application?

Yes. Special plates can be issued in New to Fleet, Title Transfer and Renew Registration transactions.

Can a collector plate stay with the new owner?

Yes.

Does this (MNLARS) generate plates faster?
The special plate process in MNLARS should result in the customer receiving their special plate faster than under the current process.

If a clerk makes an error with a DD214 and orders a plate the customer is not eligible for, is a deficiency created and a letter sent out? Does it stop the incorrect plate order?
No, license plates will go out. However, DVS staff will audit every veteran plate application and recall the plate if the applicant is not qualified.

Will MNLARS print out a PS2010 application with information already filled in? Will the form ever be pre-populated with owner info prior to printing? Does the customer need to complete the application, or can we compete in MNLARS and print for the signature like on PS2000?
The customer must complete the PS2010 application. MNLARS will not automatically fill in or complete a PS2010 form.

Since MNLARS tells you immediately if a plate is available do we still need the customer to put in a 2nd or 3rd choice on the form?
Yes, continue to have the customer list a 2nd and 3rd choice for personalized plates on the application. There could be a reason, other than already used, for DVS not to issue the first choice.

For the personalized plates we sometimes have customers that only want to put down 1 option is that ok?
If your customer only wants to put down one option, that is okay.

I see a personalized State Parks plate available. Are we going to be able to personalize Critical Habitat, etc. plates? Personalized State Parks is new. Many have asked for pers. ch. dnr plates? Lots of customers ask about this. Will that State Park and Trail personalized plate be limited to the amount of characters like y-plates (6 characters)? It doesn’t specifically say for it.
The personalized State Parks plate option is premature and will be removed from MNLARS. Eventually many plate types will be able to be personalized. For now, personalized plates are available only for passenger plates, RV class, motorcycles, mopeds and one-ton pickups.

Will the system know if a personalized plate is available again if expired over a year?
Yes.

Will the personalized plates automatically be available if it’s listed as a previous plate on a record that has been inactive for over a year?
Yes.

What if the personalized plate request is questionable?
If a customer’s personalized plate choice is questionable, you may submit the application for approval. If the plate is not approved, DVS will send a letter to the customer offering them options, including applying for a refund.

What if the special plate is part of the sale?
A special plate can be transferred to another owner as long as the new owner qualifies and the buyer provides written authorization from the previous owner. Barcode and attach the authorization statement.

What if a person wants a personalized plate outside of a transaction? How do we just do a personal plate request?
Use Replace Plates and Stickers transaction
In most cases the customer does not come in to hold a special plate until they are ready to transfer it to another vehicle. That is why it’s important to remove the special plate.

So if the plate is kept by seller, you need to remove the plate, checkout and then pull up the title again to transfer it to new owner and replace plate?

Yes, that is correct.

Can the removal (Held by owner) be done as part of a transfer application?

No, it is a two-step process.

1. Remove/replace plates and stickers to ensure plates are held by owner.
2. Transfer the title

Is transferring a personalized plate to a new car available yet? (06/06/2017)

Not yet.

What do we do if we enter a VIN correctly but it doesn't populate the Make, Model, etc...? (Example: new to state collector class). (06/06/2017)

While this should not be common after rollout, the info can be entered from the MCO, title, etc.

Why are we unable to try MNLARS transactions relating to administrative impound? We have both applying for special reg plates and removing of special reg plates and neither one will allow us to select remove and replace plates/stickers. We only have 3 options to select: resolve deficiencies, correct plate/sticker or correct ownership. How can the staff practice these transactions? (06/06/2017)

If there is a deficiency on the record, it must be cleared before a transaction can be completed or before more options are available. Deficiencies will be covered in a future training module.

I tried to do an RV with a Proud to Be a Veteran plate. I got a red pop-up box not allowing the transaction to go through. (06/06/2017)

This issue has been resolved. Thank you for bringing it forward.

Will the Special Plate Application include Collector Class in the new MNLARS? (07/17/2017)

Applications for collector plates are made on a PS2000 not the Special Plate form PS2010. You follow the same collector plate procedures as you do today.

Collector Class, no proof of ownership, It charged the plate fee, but not the Registration tax, but when I clicked on "show calculations" it showed the plate fee as reg tax? (07/17/2017)

This is a known issue. MNLARS does charge the correct fees. It is a cosmetic change that will need to be made in the future.

When searching for a title by owner’s name, the search results lit every vehicle in the state registered to someone with the same name. For example, I searched the name David Green and got 151 results. Each vehicle shows the VIN, Plate, Title and Expiration, but not which David Green it belongs to. I understand that we can narrow down the search using middle name and date of birth, but we don't always have that information. Sometimes our dealer paperwork is missing one or both and we have to find trade info. How would we narrow down the search? (07/17/2017)
In this situation, where the paperwork from the dealer does not have complete information (full name and date of birth) you should return it to the dealer for the information you need to complete the transaction.

**Training and Practice Questions**

**Are our staff getting the emails to train phase 2? Or just we super users?** (06/01/2017)

Just Super Users, who need to share this information.

**I am assuming there will be a separate training session on how to do daily reports down the road?** (06/01/2017)

Yes, that is a Phase 2 Webinar

**How long will we have the learning center? Will we be able to reference it once we go live?** (06/01/2017)

The learning center will remain available after we go-live. Eventually, it will transition to the Info Hub.

**Are we supposed to use dummy names when practicing?** (06/01/2017)

Either dummy names or actual customer records are acceptable in the practice environment. If you are practicing new to fleet by capturing new VINS from a dealer site, feel free to use dummy names to complete the practice scenarios. If you have a customer record and want to attempt a transaction from something in training, then use actual customer’s name. For example, you may wish to put on a special plate or order a special plate for a transaction even though that is not what the customer requested so you can practice that scenario.

**What do we use for practice information? Do we use the transactions that we receive each day?** (06/30/2017)

Use your office transactions or create new to fleet transactions using a vin generator (http://randomvin.com) or a dealer website.

**Transfers**

**When you do two transactions for the same vehicle will there be one filing fee?** (06/06/2017)

Yes, you would delete one filing fee from the cart along with a comment in the box.

**Title transfer fee adds in twice – once with the title fee and then again as a separate line item. Do we need to delete the separate line item title transfer fee every time?** (06/06/2017)

This is a known defect that the MNLARS team is correcting.

**On title transfer with registration – MNLARS says it is due for 7 yr plate replacement but the motor vehicle record shows not due until 2018. How do we proceed with entering in MNLARS as it is requiring a plate to be entered?** (06/06/2017)

This issue was sent to the MNLARS team to review as a potential defect.

**While practicing title transfers, why does the filing fee show twice? You would have to delete one of the filing fees on the page for issuing title.** (06/06/2017)

This situation has been sent to the MNLARS team to review as a defect. If this situation occurs, delete the additional filing fee to have the fees accurate.

**Currently, if the owner of a vehicle is deceased, not going thru probate and the title is lost, we are able to use the PS2017, proof of death and then have the spouse apply for a duplicate title (2067) and then use a PS2000 to transfer to the surviving spouse. Will we still be able to do this? I might be asking this too soon, not sure if you have a training session for death transfers?** (06/06/2017)
If the title is lost, the customer (surviving spouse) would need to apply for a duplicate title. Once they receive the duplicate title, they can transfer the title into his/her name.

I was trying a title transfer this morning and in ESupport it shows replacement plate year of 2018. When I was entering this into MNLARS it was requiring me to replace the plate this year. Why would it be doing this? Is there a place on the record in MNLARS to show when the replacement plate is to be issued? (06/06/2017)

The plate replacement issue you identified is known and the MNLARS team is reviewing. In MNLARS, the registration panel shows if the 7-year replacement fee is due.

Transfers for small trailers without titles – how are these transferred/anything barcoded (06/21/2017).

Registration cards for small trailers have a place for an assignment of ownership, however, a bill of sale that identifies the trailer and is signed by the seller is acceptable as well. Yes, you need to barcode the document as it is a transfer of ownership.

Will we always be printing a new ps2000 form even when a dealer brings in a signed ps2000? (07/17/2017)

No, printing a MNLARS application is not necessary if the customer/dealer already has a signed PS2000. The ability to print a MNLARS application is for those times when the customer hasn’t completed a PS2000. It eliminates the need to hand-write one.

When doing a Mn title transfer and it has current tabs, how do you get a dup plate with the transfer? (07/17/2017)

This is a two-step process:

1. Process the title transfer
2. Do a Replace/Remove plates and issue a replacement plate. Waive the filing fee on the second transaction.

Transaction Cart

Cash transaction must be exact amount. Example: if total is $55 and customer gives you $60, you must enter $55. If you enter $60, it indicates an overage.

This is correct. MNLARS is not a point-of-sale system/cash register system. You only enter the amount that MNLARS tells you is due.