



MEETING AGENDA

Name:	Vehicle Services Business Process and Communications Meeting		
Meeting Date:	October 15, 2019	Organizer:	Tony Anderson
Meeting Time:	10:00am – 11:00am	Location:	MNLARS Conference Room Conference # – 888-742-5095 User ID – 479-123-8771

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	
Jim Forsell	Deputy Support Supervisor		Tom Evans	Special Plates and Impound Manager	



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Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Tony Anderson	
Transfer Upon Death Quick Reference	Craig Plummer	
Inventory	Erin Olson	
VTRS Project Update	Tony Anderson	
Vehicle Services Reminder / Communication Opportunities	All	
Review Assigned Action Items	Tony Anderson	

Action Items Assigned		
Date Assigned:	October 15, 2019	
Assigned Owner:	Due Date:	Assigned Action Item:

Previous Meeting Minutes
<p>October 1, 2019</p> <p>-There was an issue with South Dakota not accepting a reg card printed from ESupport. This appears to be an isolated incident. The question was brought up if the NADA or Polk books have an example of the ESupport reg card, they do not.</p> <p>-A request was made for a QRG regarding when it is ok to clear a deficiency to issue reg and when it is not ok. Craig stated the deficiencies that can be bypassed have not changed since before MNLARS. Beckey will look into creating a list.</p>



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-A request was made for a list of desktop requirements to run MNLARS/FAST. The two should be the same, Beckey will create a list.

-Beckey discussed determining who are 'must know' people from deputy registrars and creating a distribution list for these people. This stems from the money distribution earlier this year and not being able to contact the correct people.

-A question was asked about putting a notice on the public site with information on what to do if you don't receive tabs, specifically how long you have to receive them at no fee. We will verify what is on the website currently and assess the viability of a notice like this.

Previous Action Items Assigned

Date Assigned: August 6, 2019				
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Beckey Mechtel Craig Plummer	September 3, 2019		Develop a quick reference for transfer on death transactions – due by the end of September
Date Assigned: September 17, 2019				
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer	October 1, 2019		Work w/ Beckey on sending out communication regarding clearing conditionals when a title has been issued
Date Assigned: October 1, 2019				
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer Beckey Mechtel	October 15, 2019		Develop a quick reference guide on when to clear deficiencies
	Craig Plummer Beckey Mechtel	October 15, 2019		Document a list of requirements for desktops to run MNLARS/Fast

Next Meeting

Date:	Time:	Location:
October 29, 2019	10:00am-11:00am	MNLARS Conference Room