

December 10, 2019

Attendees:

-Amanda Coppin, Jared O'Reilly, Sidney Hagen, Kris Caballero, Jim Forsell, Mary Filzen, Matt Krumholz, Craig Plummer, Jody Verdon, Tom Evans, Beckey Mechtel

-Action Items both remain open.

- Transfer on Death transactions is near completion.
- Quick Reference guide on clearing deficiencies still open, starting soon.

-Sidney wanted to point out that not all deficiencies would actually involve being "cleared" as a deficiency is currently used to mark the status of a plate impound administrative review (pass/fail)

-Amanda asked DVS to research statutes to see if we can actually deny registration for a title deficiency?

-Kris suggested having customers sign the deficiency statement with renewals if we do move forward on not selling registration when a title deficiency is on record.

-VTRS update included that the definition phase of the project is wrapping up in January so Jody asked this team to have their employees (liaison, title and reg staff, etc.) brainstorm about functionality lost with MNLARS and submit any transition or functionality needed. Craig will check with Tony to see if we want to send something out to DRs in the daily updates.

-Jared mentioned his office keeps the Due Diligence checklist signed by the owner in his office because so many customers return complaining about getting their vehicle bonded through the due diligence process. Jody suggested we add this list to the due diligence documents possibly having the customer initial each item in the checklist. There is currently no form committee so Beckey will work with Jen Gagner (Steph Furchner's replacement)

-Jared asked when the Info Hub will be fully updated as there is so much procedure information only visible in the Resource Center of ESupport. Beckey assured it will be moved from ESupport. The Communication Team is responsible for validating and moving the information.

Action Items:

- Craig Plummer will research statutes to see if DVS can deny registration for a title deficiency.
- Craig Plummer will follow up with Tony to see if we want the DRs input for the definition phase.