



MEETING AGENDA

Name:	Vehicle Services Business Process and Communications Meeting		
Meeting Date:	July 23, 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		Joe Heider	Hennepin County Deputy Registrar Office (MDRA)	
Amanda Coppin	South St Paul Deputy Registrar Office (DRBOA)		Patty Hanscom	Faribault Deputy Registrar Office (DRBOA)	
Laura Laudenbach	Stearns County Deputy Registrar Office (MDRA)		Beckey Mechtel	MNLARS Information Officer	
Jim Forsell	Deputy Support Supervisor		Craig Plummer	Title and Registration Supervisor	
Allison Malack	MNLARS Business Analyst		Jody Verdon	MNLARS Business Analyst	
Tony Anderson	MNLARS Program Director				

Meeting Agenda		
Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Tony Anderson	
Release 1.16.1 Update	Tony Anderson	



MEETING AGENDA

Release 1.16.2	Tony Anderson	
Closing of Daily Reports	Jim Forsell	
VTRS Project	Tony Anderson	
Vehicle Services Reminder / Communication Opportunities	All	
Review Assigned Action Items	Tony Anderson	

Action Items Assigned		
Date Assigned:	July 23, 2019	
Assigned Owner:	Due Date:	Assigned Action Item:

Previous Meeting Minutes
<p>June 9, 2019</p> <ul style="list-style-type: none"> • Introductions / Attendees <ul style="list-style-type: none"> • Amber Backhaus, Amanda Coppin, Matt Meissner, Laura Laudenbach, Beckey Mechtel, Jim Forsell, Craig Plummer, Allison Malack, Jody Verdon, and Tony Anderson • Review Previous Action Items <ul style="list-style-type: none"> • See notes in previous action items • Release 1.16.1 Update <ul style="list-style-type: none"> • Tony discussed the schedule for the release <ul style="list-style-type: none"> • Go / No Go – Friday, July 26th • Release & Live Testing – Sunday, July 28th • Follow up testing – Thursday, August 1st • Testing on Sunday, July 28th will be to ensure any current functionality did not break as legislative fees are not effective until Thursday, August 1st • Follow up testing the morning of Thursday, August 1st to ensure tech surcharge and filing fee increases are calculating correctly



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- Posting of Previous Meeting Minutes
 - The team discussed posting the workgroup agendas / meeting minutes online for Deputy Registrars to review
 - Decision is to post the workgroup agendas / meeting minutes to InfoHub and will be refreshed / replaced every quarter (rolling timeline)
- Vehicle Services Reminder / Communication Opportunities
 - Amber asked about the timeframe for VTRS
 - Tony updated the team on the contract negotiations and the involvement from MDRA, DRBOA and MADA during the development of VTRS
 - Amanda received feedback from a Deputy Registrar office that fees were not calculated correctly on two pre-bills
 - This is the first T&R and MNLARS staff had heard of the issue with July pre-bills
 - Amanda will request specifics from the Deputy Registrar that escalated the issue
 - Laura requested signage for the legislative changes / fee changes
 - Action Item – Beckey will work with Office of Communication to draft language and provide PDF(s) for offices to print out
 - Amanda discussed that some dealerships are questioning the collection of fees for commercial one ton truck conversion to non-commercial one ton truck
 - Allison answered the question on the calculation of fees
 - Action Item – Beckey will review previous communication that has been sent out on this topic
 - Amanda discussed the errors that have occurred with the printing of titles when a conditional title should have been issued
 - This is a training issue that Craig addressed with the T&R team
 - Action Item – Beckey will develop communication for the Deputy Registrar update on what needs to occur if a title is issued in error
 - Craig discussed that Dept. of Revenue staff will be assisting T&R to complete MN to MN titles
- Open Discussion
 - Beckey discussed the communication that were sent out regarding the grants and the limited number of read receipts DVS received from Deputy Registrar offices
 - Notification needs to be provided to DVS when the appointee changes and contact information needs to be updated (phone number, email, etc.)
 - Jim discussed the impact to the liaisons when this information is not updated
 - Jim requested an agenda item for the next meeting to discuss the closing of daily reports
- Review Assigned Action Items
 - See notes in previous action items



MEETING AGENDA

Previous Action Items Assigned				
Date Assigned:		June 25, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer	July 12, 2019		Complete meeting minutes from June 11 th meeting
Date Assigned:		July 9, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Beckey Mechtel	July 23, 2019		Develop signage for Deputy Registrar offices regarding legislative fee changes
	Beckey Mechtel	July 23, 2019		Review communication that was previously sent out regarding the conversion of commercial one ton truck to non-commercial one ton truck
	Beckey Mechtel	July 23, 2019		Develop communication to Deputy Registrars on how to handle titles that should have been issued a conditional title

Next Meeting				
Date:	August 6, 2019	Time:	10:00am-11:00am	Location: MNLARS Conference Room