Weighted Vehicle Questions and Answers

General Questions

After March 1st this part (weighted vehicle transactions) is moot right?
No. The steps shown in the webinars and outlined in the Weighted Vehicle Transaction Tips are valid until further notice. When the steps change we will send instructions in a communication.

You have to cash out before you renew, correct?
Yes. At this time whenever you are conducting multiple transactions for one vehicle, you must complete cart and payment for each before moving to the next step.

Will there be a slideshow document from this webinar? Transaction tips are coming when?
The slideshow and webinar are not posted. However, this document answers questions that were asked during the webinars and a comprehensive Weighted Vehicle Transaction Tips is posted on the MNLARS Support Page: https://learningcenter.dps.mn.gov/mnlars/DeputyRegistrar/MNLARSSupportX.html (toward bottom in the Registration Updates section).

What does Registration Length mean on the MNLARS record?
That is the most recent registration length paid for by the customer.

Will changing to Non-MN for County Kept In change the county on record?
Yes. MNLARS stores and displays the last county kept in until changed in a subsequent transaction. On multi-step transactions you may need to change it to Non-MN, if already paid that registration year, then change back to the appropriate county on the step for renewing the next registration year.

We usually use option 2 to reach a liaison, did the phone option change to option 3?
Option 6, then Option 1, 2 or 3 may be selected to reach the liaisons. We will update the slide for future training sessions.

We have sent in several intake forms to the Liaisons and have not heard back. What's the average turnaround time?
If a question is asked in the intake form or it is user error we will respond, typically the same day or the following day. However, it may take more time if the liaison needs to contact another area to get a good answer for you. You will not receive a reply if the intake form must be sent to tech support.

Did something change in Chrome with printing renewal notices, Cab Cards and PS2000’s? we are having printing problems and they do not have the DVS stamp.
We are looking into this issue, it may be related to a recent Chrome update. For now, adjust your print scale until the information fits correctly. Your scale set up is retained on that computer until you change it again (no need to change it each time you print). The Printing Tips job aid also has detailed instructions for printing in Chrome and IE.

Can passwords be reset yet?
No. You will need to send an e-mail request to dvs.dataservices@state.mn.us

Wouldn't it make sense to print 2 notices so that we have paperwork for our office too?
Yes, you may certainly choose to select “Print Two Renewal Notices so that you have a copy as well.

We have renewed several BY buses and they are much less expensive than the renewal forms show. Is the new release going to take care of bus renewals?
Some renewal forms reflected an incorrect amount. However, bus renewals calculate correctly in MNLARS.
Conversions

**Note:** See the *Weighted Vehicle Transaction Tips* for full procedures and non-use situations.

If a customer wants to do a conversion and renewal after March 1st, do we still need to issue a 2018 sticker if the registration expired before 2/2018?
Correct, registration must be current through 2/2018, to ensure fees calculate correctly. See the Weighted Vehicle Transaction Tips for full procedures and non-use situations.

If you change the class when processing a title transfer, is it a three step process?
No, the class change and transfer can be completed in one step as long as the registration is current (registered through 2/2018).

**Note:** During the month of February, make sure you change the starting month to March.

Can we change from Y class to Farm class? We had one today that didn’t work.
Yes, with the 1.11 release you should be able to. If you encounter errors, take screenshots of the entire MNLARS transaction and send them with an intake form. Screenshots are extremely helpful for troubleshooting and gives reviewers insight into what may be going on with the transaction.

Can we convert from Prorate to Y class?
Yes, you can change from Prorate to Y or T class. However, you cannot convert from a Y or T class to Prorate; those are still sent in and completed by DVS staff utilizing Explore.

Can we convert from passenger to BY or Passenger to Y yet?
No. Currently there is no way to change classes from weighted vehicles to non-weighted vehicles and the reverse, unless doing a transfer, in which case, all classes are available to pick from at the start of the transaction.

Under Conversion, is farm truck to non-commercial ok to do?
Yes. This is a valid transaction and it functions currently in MNLARS

So this is the way we do conversions for a customer who is in commercial class that now want non-commercial with current 18 stickers?
Correct.

Can we do a conversion from a 1 ton to a Passenger class when it was registered in the wrong class and vice versa?
This can only be done in MNLARS within a transfer transaction. If the vehicle is not involved in a transfer, send an intake form to the Liaison e-mail for a data correction.

What about going from a ST plate to a CT plate?
Functionality is not yet built to allow conversions from permanent registration trailers to expiring registration trailers, such as CT and Recreational. If you have an instance where you need an ST trailer changed to another class, send an intake form to the Liaison e-mail.

For a conversion from Farm to Y with non-use in the 4th quarter, no registration tax is charged for these 3 months? Prior to MNLARS we could never renew these until 7 days before new quarter without paying.
Correct, since there was non-use for the months of December and January, registration tax will not be charged for the remainder of the month of February.
Stickers and Documents

Do we have to fill out a PS2000 form for a conversion or can we just use the renewal?
The customer must still complete and sign a PS2000. For multi-step processes, some deputies are documenting all steps on the PS2000 (any 2018 taxes as arrears). Some deputies are using the PS2000 for the conversion and the renewal for the current registration period.

Do deputies submit the conversion documents?
No, conversion documents are retained by the deputy office for 3 years, unless a refund is involved. Refer to the Conversions job aid for more information.

So if we are to destroy the prior year sticker does this mean that we will not be audited on these stickers at a later date?
Stickers entered in multi-step transactions come out of your inventory and you are not held liable for them. Great suggestion from some offices: attach the stickers to your copy of the conversion documents. Do not send in the stickers with a Form 2842.

Why would we use the dup cab card?
Because in the scenarios we demonstrated, we did multiple transactions and multiple totals in cart so we showed two ways in which you could provide a customer with a document that showed the total amount paid for their transactions. If the final transaction is a renewal, you can certainly print the MNLARS Cab Card for the customer, but only the amount collected from that specific transaction will print on that Cab Card.

Quarterly Registration Renewals

If a person comes in in February or March and only wants to buy the third quarter (expiring September 2018), can we renew for the 3rd quarter and skip quarter 1 and 2?
No. Even though MNLARS will not prevent you from skipping quarters, the quarter registration cannot be issued more than 7 days prior to the start of a quarter when the preceding quarter was not purchased.

What about the people who used 60 day permits for 2017 quarters? Do they have to pay back?
Yes, any quarter registration in which the vehicle was used needs to be paid. See Weighted Vehicle Transaction Tips for full procedures and non-use situations.

We did a quarterly registration today and the gross weight did not appear on registration card. Will this be fixed soon? With the release of 1.11, the Gross Vehicle Weight shows on Cab Cards and Renewal Notices.

When sending in an intake form for expired Quarter 4 non-use to 12 month registration, can more than one vehicle be listed on the intake form or do we need to do a separate one for each vehicle?
Provided that all necessary information is contained for each vehicle, one intake form and e-mail is sufficient.

Partial Pay

Do we mail the partial pay transactions to DVS?
Yes, but ensure you follow the instructions contained in the Weighted Vehicle Transaction Tips.
DOT# Requirements

**NOTE:** During the webinars, we used 999999 in the DOT# field, this is *for training purposes only*. The customer’s DOT number must always be obtained and entered when it is required by law.

If customer doesn’t have their DOT# with them is there a way to find it for them?  

Farmers do not need a DOT number - what do we use to get through these transactions for a DOT#?  
The DOT# field displays in the registration panel when doing a Farm class registration. However, it is not a hard stop and not a required field. (It is only a hard stop when it is required by law.)

I have a customer with a Y class 26,000 GVW truck. They use the vehicle to get corn silage but do not want Farm class registration because they occasionally haul a couch or other items. Can we override the DOT number in the Y Class in this situation?  
No, you must enter the DOT#. If they are hauling in Y class and are above 10,000 pounds, they are required by law to display a DOT#.

My customer wants Y class commercial plates for a one-ton pickup and says he doesn’t need a DOT#. Is this correct?  
If your customer has a commercial, one-ton pickup registered at 15,000 pounds or less in Y class 41, encourage them to change to non-commercial class 11 to avoid the USDOT number requirement. Federal law requires trucks with a gross vehicle weight greater than 10,000 pounds used in a commercial venture to have a USDOT number.

Tip submitted by Deputy

When multiple tabs are opened in Chrome, Internet Explorer or Edge, you can use CTRL + TAB to jump between open tabs within the browser.