



MEETING MINUTES

Name:	Vehicle Services Business Process and Communications Meeting		
Meeting Date:	August 4, 2020	Organizer:	Craig Plummer
Meeting Time:	10:00am – 11:00am	Location:	Join Microsoft Teams Meeting +1 651-395-7448 Conference ID: 345 786 628#

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	



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Jim Forsell	Deputy Support Supervisor		Tom Evans	Special Plates and Impound Manager	
Todd Oseby	Training Specialist		Liz Lauder	Admin Support	

Meeting Agenda		
Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Craig Plummer	
VTRS Project Update	Allison Malack Jody Verdon Jared O'Reilly	
Technology Ideas Work Group Update	Jared O'Reilly	
Allowing E Signatures During Covid-19	Jared O'Reilly Craig Plummer Allison Malack	Action Item From DR Technology Work Group Meeting (June 29, 2020) - to discuss
Vehicle Services Reminder / Communication Opportunities	All	
Open Discussion	All	
Review Assigned Action Items	Craig Plummer	

Action Items Assigned		
Date Assigned:	August 4, 2020	
Assigned Owner:	Due Date:	Assigned Action Item:
Jim Forsell	September 1, 2020	Write article for DVS Weekly Update about inventory process for cut-over
Jared O'Reilly	September 1, 2020	Send Craig and Todd the business process change about accepting e-signatures



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Craig Plummer	September 1, 2020	Send out information about e-signatures in DVS Weekly Update
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August 4, 2020

Attendees:

- Craig Plummer, Allison Malack, Jared O'Reilly, Tom Evans, Todd Oseby, Amanda Coppin, Chuck Moulder, Erin Olson, Liz Lauder

Review Previous Action Items:

- Craig - Develop a quick reference guide on when to clear deficiencies
 - No update
- Craig and Jim - Develop Quick Reference Guide for Due Diligence and Bonds
 - Item is closed
 - Decision was to start due diligence process over again
 - Communication went out about this
- Beckey - Send out information about when to copy front/back of DLs at Dealers
 - No update
- Beckey - Communicate decision about court-ordered rescinds
 - No update
- Tom - Set up meeting to develop survey for adding more special plate inventory to offices
 - This will be addressed after roll out
- Beckey - Put something in DVS Weekly Update about processing reg renewals at DR offices even if customer has mailed in check to renew
 - Close this item
 - Mail reg kick outs backlog has been processed
 - Erin asked if customers who didn't get their stickers received any communication from DVS
 - Craig said if customer hasn't gotten stickers they should go on public website and request a refund
- Craig - Identify someone in PIC to be involved with Deputy Registrar Technology Ideas work group
 - Craig reached out to Mike Pakkala, who was interested
 - Craig will check with Verny Aviles
- Craig - Ask PIC if they can process duplicate plate/sticker transactions over the phone
 - Close this item
 - PIC will process if transaction is under 60 days; after 60 days, customer needs to visit an office
- Craig - Research statute/rule about what transactions require signatures
 - Close this item
 - Agenda topic for this meeting



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- Statute mentions signatures for titles and manufactured homes, and as directed by the division
- Jim and Jared - Develop a process for inventorying plates, stickers, and title stock at offices
 - Held meeting to discuss
 - Liaisons will do preliminary inventory when visiting offices to delivery/install scanners
 - Erin asked about inventory process
 - Jim sent out email
 - Develop email into article for DVS Weekly Update
 - Old inventory does not need to be inventoried

VTRS Project Update:

- Allison provided an update on the VTRS project
 - PIC and Mail Reg will be able to reprint reg renewals for customers
 - 40 character limit on titles and warrant checks
 - MNDRIVE will support a search of legacy special plates in Tier 2 data
 - Information on ESupport and Info Hub will be transferred to MNDRIVE – Help Manager
 - Demos on searching purged records in Tier 2 data
 - Meetings to discuss registration revocation for no insurance and notice of sale
 - Meetings to discuss prorated
 - Meetings with IV&V vendor
 - Demos on document scanning
 - Risk scoring review
 - Types of transactions given a score based on how much risk it poses to the business
 - Some low-risk transactions may be auto-approved after completing the session
- Jared gave an update
 - Meetings about the log-in/log-out process and making it simpler for office managers
 - Discussing security roles to provide better separation of duties
 - Meetings to discuss training
 - Discussing office reporting and trying to make that look more like how it did on ESupport
 - Meeting to discuss top 5 concerns for deputy registrars
 - Discussing process for sending in documents for offices that aren't scanning

Technology Ideas Work Group Update:

- Jared provided an update on the technology work group
 - Still waiting for final process for remote driver's license duplicates/renewals
 - Working on trying to add remote processes to office pages on DVS website
 - Survey was in DVS Weekly Update
 - Jared encouraged offices to respond
 - DVS decided to accept e-signatures on duplicate title applications, title transfers, registration renewals during Covid-19 peacetime emergency (see next agenda item)



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Allowing E Signatures During Covid-19:

- Craig and Jared talked about decision to allow e-signatures on some vehicle paperwork
 - Craig said statute wasn't specific about when wet signatures were required
 - Decision is up to DVS
 - DVS decided to allow e-signatures except on new title applications from dealers
 - Customer can provide signature through email, Skype
 - DRs can start accepting e-signatures right away
- Question was asked about how this change will be communicated
 - Jared wrote up business process change in FCR
 - That will be shared during training for MNDRIVE
 - Craig will work with Beckey to get the word out
 - Todd asked to be kept informed so he can put the information in August training
 - Jared will send Craig and Todd the business process change article in FCR

Vehicle Services Reminder / Communication Opportunities:

- Amanda talked about customer confusion around applying online for duplicate/renewal of standard DL vs. the pre-application
 - Customers come in to office even if they already renewed online
 - Amanda wondered if wording could be added/changed
 - Group discussed and decided the wording was appropriate; the customer needs to read it carefully

Open Discussion:

- Group discussed e-signatures on title applications from dealers
 - Two dealerships are piloting a process for accepting e-signatures
 - Craig said DVS was not accepting e-signatures from dealers at this time, apart from the two pilot locations
- Group discussed date of next meeting (Sept. 1st)
 - Decided that the first of the month was too busy for offices
 - Liz will send out email to group asking for preference for other dates

Review Assigned Action Items:

- Jared will send Craig and Todd the business process change about accepting e-signatures
- Craig will send out information about e-signatures in DVS Weekly Update
- Jim will send out information in DVS Weekly Update about what will be expected from offices re: inventory of plates/stickers/title stock

Previous Action Items Assigned

Date Assigned: October 1, 2019

✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
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	Craig Plummer	October 15, 2019		Develop a quick reference guide on when to clear deficiencies
Date Assigned:		February 4, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer Jim Forsell	March 3, 2020		Develop Quick Reference Guide for Due Diligence and Bonds
Date Assigned:		March 3, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Becky Mechtel	May 5, 2020		Send out information about when to copy front/back of DLs at Dealers
	Becky Mechtel	May 5, 2020		Communicate decision about court-ordered rescinds
	Tom Evans	November 30, 2020		Set up meeting to develop survey for adding more special plate inventory to offices
Date Assigned:		May 5, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Becky Mechtel	June 2, 2020		Put something in DVS Weekly Update about processing reg renewals at DR offices even if customer has mailed in check to renew
Date Assigned:		June 2, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer	July 7, 2020		Identify someone in PIC to be involved with Deputy Registrar Technology Ideas work group
	Craig Plummer	July 7, 2020		Ask PIC if they can process duplicate plate/sticker transactions over the phone
	Allison Malack	July 7, 2020		Research statute/rule about what transactions require signatures
Date Assigned:		July 7, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Jared O'Reilly Jim Forsell	August 4, 2020		Develop a process for inventorying plates, stickers, and title stock at offices



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Next Meeting					
Date:	September 2, 2020	Time:	11:00 am – 12:00 pm	Location:	Join Microsoft Teams Meeting +1 651-395-7448 Conference ID: 345 786 628#