



MEETING MINUTES

Name:	Vehicle Services Business Process and Communications Meeting		
Meeting Date:	May 4, 2021	Organizer:	Craig Plummer
Meeting Time:	10:00 am – 11:00 am	Location:	Join Microsoft Teams Meeting +1 651-395-7448 United States, St. Paul (Toll) 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:	✓
Craig Plummer	Title and Registration Manager		Allison Malack	Business Analyst, DVS	
Jody Verdon	Business Analyst, DVS		Beckey Mechtel	Communications, DVS	
Jim Forsell	Deputy Support Supervisor, DVS		Tom Evans	Special Plates and Impound Manager, DVS	
Brandon Walters	MNDRIVE Program Director, DVS		Todd Oseby	Training Specialist, DVS	
Amber Backhaus	Minnesota Automobile Dealers Association		Mary Filzen	Hutchinson Deputy Registrar Office (MDRA)	
Amanda Coppin	South St Paul Deputy Registrar Office (DRBOA)		Jared O'Reilly	St Paul Deputy Registrar Office (DRBOA)	
Erin Olson	Rochester Deputy Registrar Office (MDRA)		Jennifer Kurtzhals	Dakota County Deputy Registrar Office (MDRA)	
Chuck Moulder	Hennepin County Deputy Registrar Office (MDRA)		Matt Krumholz	Martin County Deputy Registrar Office (DRBOA)	



MEETING MINUTES

Liz Lauder	Admin Support, DVS		Annette Grinnell	Lead Worker, Dealer Unit, DVS	
John Swanke	Dealer Ambassador		Amanda Nelson	Motor Vehicle Liaison, DVS	

Meeting Agenda		
Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Craig Plummer	
DR SQR Prioritization Workgroup Update	Jared O'Reilly	
Deputy "Paid" Stamp – Continuing the Discussion	Liz Lauder	
Vehicle Services Reminder / Communication Opportunities	All	
Open Discussion	All	
Next Meeting – June 1 st	Craig Plummer	
Review Assigned Action Items	Liz Lauder	

Action Items Assigned		
Date Assigned:	May 4, 2021	
Assigned Owner:	Due Date:	Assigned Action Item:
Liz Lauder	May 28, 2021	Invite Tessa Norgaard to these meetings
Becky Mechtel Jenn Gagner Todd Oseby	May 27, 2021	Develop communication to send to deputy registrars, dealers, and any other appropriate business partners about continuing to use the paid stamp; include which documents should be stamped



MEETING MINUTES

Becky Mechtel Jenn Gagner Todd Oseby	May 27, 2021	Write a blurb for the weekly updates about the correct process for a lease buy-out
Amanda Coppin	June 1, 2021	Send Todd examples of lease buy-out problems
Becky Mechtel Jenn Gagner	May 27, 2021	Send out link to procedures document in Info Hub

Meeting Minutes
<p>May 4, 2021</p> <p>Attendees:</p> <ul style="list-style-type: none"> • Craig Plummer, Allison Malack, Jim Forsell, Tom Evans, Brandon Walters, Todd Oseby, Amanda Coppin, Jared O'Reilly, Erin Olson, Annette Grinnell, John Swanke, Amanda Nelson, Jenn Gagner, Liz Lauder <p>Review Previous Action Items:</p> <ul style="list-style-type: none"> • Liz – Invite more deputy registrars to these meetings <ul style="list-style-type: none"> ○ Liz said she invited Mike Norgaard but didn't get a reply <ul style="list-style-type: none"> ▪ Tessa Norgaard was suggested as another possibility <ul style="list-style-type: none"> • Liz will reach out to Tessa <p>DR SQR Prioritization Workgroup Update:</p> <ul style="list-style-type: none"> • Jared provided an update <ul style="list-style-type: none"> ○ Completed – displaying individual transactions on reg card ○ Nearing completion – pre-populating duplicate title application with customer and vehicle information ○ Workgroup meetings changed to monthly from bi-weekly to give developers a chance to complete SQRs in progress <p>Deputy "Paid" Stamp – Continuing the Discussion:</p> <ul style="list-style-type: none"> • Recap of reasons for keeping the "paid" stamp: <ul style="list-style-type: none"> ○ Helps prevent fraud ○ VIN Inspectors, law enforcement, and dealers use it as proof of payment and ownership • Discussion from those opposed to keeping "paid" stamp: <ul style="list-style-type: none"> ○ Driver's license apps no longer require the stamp <ul style="list-style-type: none"> ▪ Confusing for counter staff to switch back and forth ○ System prints out receipt as proof of payment ○ Unclear which items need paid stamp, so stamping everything (which takes time) • Rebuttal: <ul style="list-style-type: none"> ○ Discussion of fraud seen in some offices



MEETING MINUTES

- Plates/stickers given in exchange for cash – transaction not entered in the system and money not collected by the office
 - Customer gets paid stamp that includes the date
 - Customer goes in to renew reg the following year and told to pay for previous year's as well
 - DVS tracks down fraud using paid stamp
 - Driver's license applicants don't receive credential over the counter, so there's little risk involved in not stamping
 - VCU uses paid stamp as marker for investigations and to verify sales tax was paid
 - No other option known for them
 - Paid stamp protects DR office if there is disagreement or investigation
- Decision:
 - Deputies will continue to use paid stamp on motor vehicle paperwork
 - Decision will be revisited in the future
 - Need more experience with MNDRIIVE first
- Discussion about which documents require the stamp
 - Ownership documents (titles, title applications, and lien cards)
 - Discussed and decided it wasn't necessary to stamp reg card
- Discussion about which paperwork is returned to customer
 - Todd said scanning offices are allowed to give paperwork back
 - Erin said her office has stopped giving back paperwork unless customer asks for it
 - Will give back power of attorney paperwork
- Communication of decision
 - Beckey, Jenn, and Todd will develop communication to send to deputy registrars, dealers, and any other appropriate business partners

Vehicle Services Reminder/Communication Opportunities:

- Todd asked for opinions about sticking the validation sticker strips on applications
 - Erin, Amanda, and John were in favor of doing this prior to scanning the app into the system
- Amanda asked about the process for handling lease buy-outs
 - Leased vehicle gets turned in but lessee is not putting title back in their name before vehicle is sold
 - No way to show change of ownership
 - No way to show sales tax has been paid
 - Fees going to current owner rather than prior owner because title review case or issued title is already showing ownership in someone else's name
 - John said it takes time to receive lien release from leasing company
 - Vehicle could be sold in the meantime
 - Allison said dealers should be doing a dealer conditional for both transactions in those situations (lease buy-back and vehicle sale)
 - If dealers are accepting leased vehicle as trade in, do dealer conditional immediately



MEETING MINUTES

- Transfer to lessee first
 - Amanda said dealers should make sure vehicle is owned by correct party before doing the sale
 - Todd said training videos for dealer conditionals are almost done
 - Amanda asked whom to contact about fixing her issues
 - She will send the details to Todd
 - Communications will send out a blurb in the DVS and Dealer Updates about the proper way to do a lease buy-out

Open Discussion:

- Todd said he got feedback on his Quick Reference Guide for resolving deficiencies
 - Asked where to post it – Info Hub or Help Manager within MNDRIVE
 - Consensus was to put it in the Help Manager
- Todd asked if a QRG on when not to use “scan document” transaction would be beneficial
 - Consensus was that it would be beneficial
 - Consensus was that QRG on using “scan document” transaction to clear salvage dealer conditional would also be beneficial
- Erin asked if procedures document that had been on Esupport would be moved to Info Hub or Help Manager
 - Jenn said a Word document of the procedures exists on Info Hub
 - Jenn will send out the link to the document
- John followed up on his question from the April meeting about dealers having access to Training environment in MNDRIVE
 - Todd said training videos are being developed for dealers
 - Annette directed dealers to online resources

Next Meeting:

- Next meeting is June 1st
- No one raised any objections to meeting on the first day of the month
 - Let Liz know if you want to move the date of the meeting

Review Assigned Action Items:

- Liz – Invite Tessa Norgaard to these meetings
- Beckey, Jenn, and Todd - Develop communication to send to deputy registrars, dealers, and any other appropriate business partners about continuing to use the paid stamp; include which documents should be stamped
- Beckey, Jenn, and Todd – Write a blurb for the weekly updates about the correct process for a lease buy-out
- Amanda – Send Todd examples of lease buy-out problems
- Beckey or Jenn – Send out link to procedures document in Info Hub

Previous Action Items Assigned



MEETING MINUTES

Date Assigned:		March 3, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Tom Evans	August 3, 2021		Set up meeting to develop survey for adding more special plate inventory to offices
Date Assigned:		February 2, 2021		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Erin Olson	March 2, 2021	Closed	Raise issue with deputy registrar associations about removing "staple stickers here" on reg cards
✓	Beckey Mechtel	March 2, 2021	April 9, 2021	Send out communication about how to do a Dealer Conditional (what paperwork is required). Instructions for how to do it in VTAP
Date Assigned:		April 6, 2021		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Liz Lauder	May 4, 2021	April 28, 2021	Ask for more deputy registrar participants

Next Meeting					
Date:	June 1, 2021	Time:	10:00am-11:00am	Location:	Join Microsoft Teams Meeting +1 651-395-7448 United States, St. Paul (Toll) Conference ID: 345 786 628#