Title and DL Credential Proficiency Report
Data Practices FAQ

1. **How far back can I search using this report?**
The system itself does not limit the search range. DVS did this to ensure deputy registrars and driver's license agents would be able to run the report based on the current turnaround time. The searches done by your office must be within two weeks of the oldest title processing time.

   To determine the current processing time, you need to login to MNDRIVE. Once in the system, select the *Service* manager. In the upper right side of your screen, you will select *View Processing Dates*. Viewing the report outside of two weeks of the oldest title processing time is considered misuse under Minnesota Statues, section 171.12, and will result in permanent revocation from the system.

2. **Can I view the transaction with the deficiency or correction?**
Yes. When you run the report and see there is a deficiency or correction, you have three options, depending on how your office chooses to utilize the reporting functions. It is important that you use one of the three options listed below to ensure you do not access the deficiency/correction record more than once.

   *Note - If you have multiple users who have access to the report, create a clear business process of who is going to be viewing specific deficiencies/transactions. Only one employee should be viewing a specific deficiency/transaction.

   ### Option 1
   Sit with employees who show up on the list and review the deficiency/corrections with them. If you want your employee to visibly see the deficiency/correction, you will want to use this option.

   ### Option 2
   Review each of the deficiency/corrections and then speak with the employee or to all staff as a whole. It is important that if you view the deficiency/corrections, you do not continue to pull up the deficiency/corrections repeatedly for training.

   ### Option 3
   You do nothing with the report. You do not utilize the functionality.

3. **Do I need to make a note anywhere that I viewed the report deficiency/correction?**
Yes. The individual who is processing the report, will need to make a note on their audit log which transactions they viewed and why.

   It is important not only to keep an accurate audit log for a potential audit, but also in case of a citizen inquiry. When a citizen requests an audit of who viewed their vehicles, they will likely remember coming in to apply for a title. However, if the deputy registrar or driver's license agent office appears on the report two months later, they will likely question the office viewed the record a second time. The audit log the office keeps will be able to answer the question(s) from the citizen.

4. **Can every user in my office have access to this report?**
   DVS advises that only those who will be managing performance of the office and employees have access to this report.

5. **Do I need to notify DVS each time I use this report or view deficiency/corrections on this report?**
   No. You will note it on your audit log, which you will be able to submit to DVS if there is an audit.

6. **I have more questions on if the way my office plans on using the report is acceptable business practice. Whom should I contact?**
   You can email the Data Practices unit at dvs.dataservices@state.mn.us.

7. **I have questions on why a transaction was listed as a correction. I have a question on why a deficiency was added to the record. Whom should I contact?**
   Deputy registrars should email the Motor Vehicle Business Liaisons at dvs.mv.businessliaisons@state.mn.us. Driver's license agents should email DSCO at DVS.DSCO.Issuing@state.mn.us