



MEETING MINUTES

Name:	Vehicle Services Business Process and Communications Meeting		
Meeting Date:	February 4, 2020	Organizer:	Craig Plummer
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		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	
Jim Forsell	Deputy Support Supervisor		Tom Evans	Special Plates and Impound Manager	
Todd Oseby	Training Specialist		Liz Lauder	Admin Support	



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Meeting Agenda		
Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Craig Plummer	
VTRS Project Update	Allison Malack / Jody Verdon	
Vehicle Services Reminder / Communication Opportunities	All	
Review Assigned Action Items	Craig Plummer	

Action Items Assigned		
Date Assigned:	October 1, 2019	
Assigned Owner:	Due Date:	Assigned Action Item:
Craig Plummer	October 15, 2019	Engage with Carrie Briones about deficiencies. Develop a quick reference guide on when to clear deficiencies.
Date Assigned:	February 4, 2020	
Assigned Owner:	Due Date:	Assigned Action Item:
Allison Malack	March 3, 2020	Engage with Prorate about DRs collecting sales tax
Allison Malack	March 3, 2020	Follow up on possibility of getting report from MNDRIVE of no-fee transactions
Allison Malack	March 3, 2020	Follow up with FAST on printing full year on titles
Craig Plummer Jim Forsell	March 3, 2020	Develop process for Due Diligence and Bonds
Sidney Hagen	Completed 2/4/20	Send examples of errors with personalized plates and stickers
Craig Plummer Allison Malack	March 3, 2020	Research Sid's reported errors
Jim Forsell	March 3, 2020	Compile list of things that offices are sending in that shouldn't be sent in, or that aren't bundled, labeled, or barcoded. Send to Beckey for Weekly Update
Liz Lauder	March 3, 2020	Add Minutes from ESC and this meeting to Info Hub



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Liz Lauder	March 3, 2020	Add Jared to list of people giving project updates
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Meeting Minutes

February 4, 2020

Attendees:

- Craig Plummer, Allison Malack, Jody Verdon, Todd Oseby, Tom Evans, Jim Forsell, Jared O'Reilly, Amanda Coppin, Patty Hanscom, Jennifer Kurtzhaltz, Chuck Moulder, Sidney Hagen, Matt Krumholz, Kris Cabellero

Introductions:

- People in the room and on the phone introduced themselves

Review Previous Action Items:

- Quick Reference Guide on Transfer on Death is completed and is on Info Hub
- Quick Reference Guide on clearing deficiencies has not been completed. Need legal interpretation from Carrie Briones, who has been busy with other legislation

VTRS Project Update:

- Allison provided the project update
 - Multiple meetings with BCA and AAMVA
 - Talking about options for printing renewals and registration cards, still no official decision has been made on this
 - Multiple meetings about EVTR
 - Allison discussed Risk Scoring and possible auto approving of a percentage of certain titles in MNDRIVE with Craig
 - Fast hosted a Financial Explore day with DRs and DVS
 - Meetings with VIN inspectors on changes in their area and entering VIN inspections directly in the system
 - Thousands of test scenarios are being written for when formal testing begins
 - Discussions with the Title and Registration SMEs on how deficiencies will work in the system. Demo to rest of the SMEs to be held next week
 - Discussion with all SMEs about how to handle three different versions of OOS title deficiencies in MNDRIVE. FAST will look at and provide some options
 - All the SMEs and project team met with the IV&V auditors (Independent Validation and Verification)
 - There was a demo on Recreate Purge, Junk Vehicle, and Fast Track. Changes being made as a result of feedback. Recreate Purge will be available for DRs to enter in the future.
 - Meeting about miscellaneous E Services transactions
 - Demo about Add, Modify, and Replace Permits. Changes being made as a result of feedback



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- Conversion mocks are being sent out weekly with all SMEs completing verification against MNLARS. Any errors in MNLARS are being sent to the MNLARS data team for corrections

Vehicle Services Reminder / Communication Opportunities:

- Confusion about Prorate telling DR office they can resolve financial deficiency and collect the money. Allison will follow up with Natalie and see if it is a training issue
- DRs want a way (a report) to count “no fee” transactions. Allison will follow up
- Will VTRS have info about offices that is currently in E-Support? Liz believes this is being developed
- 2019 Registration Tax information was updated last night
- MNLARS printing abbreviated year on titles (20 instead of 2020). Will this be the case in VTRS? Allison will follow up
- Jared asked about Due Diligence and the deficiency is on the record.
 - The title gets transferred without completing the deficiency can the new owner start the deficiency process all over again.
 - Craig and Jim will complete research to make sure that this is okay.
 - Communication should be sent out on a weekly update on this.
- Sid asked about inventory questions on personalized plates
 - Sent out examples to group so we can research. Assigned to Allison and Craig
 - Discussion about how inventory will be handled in VTRS/MNDRIVE. Process needs to be developed; needs to be communicated to offices well in advance of roll out
- Jim still getting inventory forms, close-out reports, pieces of paper not barcoded. Jim will compile list of items he’s getting and send out another reminder in Weekly Update
- Amanda had question about Honorary Consul plates. Plates are being recalled
- Amanda thanked Communications team for putting items from E-Support on Info Hub
- Beckey sent email that she will soon post desktop technology requirements on Info Hub
- Amanda requested Quick Reference Guide for when to clear/not clear deficiencies. Craig said rule of thumb is to not clear if Salvage or when it involves money
- Todd reported training happening on 18th and 19th. Also Dealer training on 13th and 20th. Dealer training will be offered quarterly
- Amanda said Minutes for this meeting and ESC meetings not being posted on Info Hub. Liz was unaware this was needed. She will forward them to Beckey and Jenn

Previous Action Items Assigned				
Date Assigned:		August 6, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Beckey Mechtel Craig Plummer	September 3, 2019	November 2019	Develop a quick reference for transfer on death transactions –



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				due by the end of September - Jim, Craig, Beckey and Mary met to discuss on October 10 th – Agenda item for meeting on October 29 th – Beckey sent out copy for feedback – Craig send an update on when the doc will be sent out
Date Assigned:		October 1, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer	October 15, 2019		Write blurb for DVS Weekly Update about procedure for clearing deficiencies

Next Meeting				
Date:	March 3, 2020	Time:	10:00am-11:00am	Location: MNLARS Conference Room