MNLARS Deputy Registrar Informational Transaction Processes

September 11, 2017

There often remains a persistent and troubling gap between the inherent value of the technology being developed and its ability to put it to work effectively. The distance between technical promise and genuine achievement is a matter of great concern with the long awaited MNLARS (Minnesota License and Registration System). Deputy Registrars have encountered great loss in revenue and customer service with the MNLARS system rolled out on July 24, 2017.

MNLARS Deputy Preparation

* Operating System information needed
* Browser required or compatibility mode
* Barcode Readers (one supplied by DVS)
* Double Monitors
* Training in Adoption Phase with live data
* Several Job Aids updated one week before rollout without communication
* MNLARS Trainers have no access to MNLARS
* Several training sessions did not have functionality for trainers

MNLARS Forms

* Colors-not consistent with PS2000
* Models-not consistent with PS2000
* System cannot print special plate application
* PS2000 “like” application does not have fees
* Cannot print duplicate title form-have to complete application and keep in office
* Cannot print duplicate plate form-have to complete application and keep in office
* Gas-Diesel-Electric – New law January 1, 2018 for All Electric Vehicles

MNLARS Record

* Cannot search company or “entities”
* Cannot update address on all vehicles for companies
* What we type is what the record looks like (all lower case of all upper case)
* What fees were paid on the transactions do not show on the printout of the application
* What does “issued” and “applied for” mean on the record
* Registration month incorrect from Translookup for customer’s vehicle
* How do you know a duplicate title was applied for (record does not tell you what transactions were completed on MNLARS)
* Held for Resales did not transfer over from Esupport (did not know the vehicle was Held for Resale by dealer to do a duplicate title and change address of prior owner to dealer’s address)
* WX issues were put on vehicles that do not have any issues (data transfer error from Esupport)
* Salvage Flags (we are not getting the junk or salvage information on MNLARS record)
* No record at all move over from Esupport (transaction in limbo or purged) Customer has their title and cannot help them until we have a record
* No date to know if WX has completed one year
* Has a 21-day, 31-day or 60-day permit been issued already on this vehicle as the permits are still in the old Esupport functionality
* Repossession (banks and credit unions need a title right away)
* Bought registration to end of lease and not for one year (showing in MNLARS as registration bought for one year when registration was only bought to the end of the customer’s lease expiration)
* Vehicle class not correct (Pickup (10) and not Passenger (9) VIN Intelligence is our new vendor that gives base values and wrong classification of vehicles?)
* $2.00 donation for organ donation (we cannot collect it from a citizen as we have no place to put it in MNLARS)
* Hi/Low weighted vehicles (change of class and conversions cannot be done)
* Cannot transfer a vehicle to a 17 year old owner
* We cannot see the scanned images
* Sales Tax does not calculate correctly for 10 year and older vehicle
  + We are to hand calculate the 6.5%, put in $10.00 less of that amount into the pane that states taxes were paid in another state
* Deficiency prevents transfer and renewal in the same transaction
  + Citizen must come back when they get the title to renew vehicle
  + Citizen must renew in prior owner’s name and then come back when record allows us to transfer the vehicle (time unknown)
* We cannot check MNLARS record for personalized plate or special plate and what the progress is at for the customer
* Searching by plate may not show prior plate (we need to look up by VIN which takes longer)
* Held for Resale (record shows current on the bottom and title records are the opposite)
* Even trade still charges sales tax for dealers (dealers are told to pay the fee if they want it transferred)
* Conditional or clear conditional does not show filing fee (no record of fee collected unless deputy registrar creates their own system to account for the collected fee)
* Odometer readings on vehicles 10 years and older are being required when they are not needed
* Release lien
  + The owner gets title first
  + Customer brings the clear title to the bank or credit union
  + Cannot release lien, add grant at the same time so charges the citizen, bank or credit union twice
* Customer bought tabs online and never received stickers (never was charged for the stickers)
  + Customer receiving duplicate stickers when they did not even pay for the original stickers
* Mail into DVS and never received stickers
  + Citizen received check back due to incorrect fee
  + Fee was correct on renewal registration citizen received but MNLARS wanted more money
  + MNLARS updated record to show it was renewed and we were told to give duplicate stickers when the customer received the check back in the mail
  + Citizens receiving 2019 stickers instead of 2018 stickers
  + Insurance company, policy and date of expiration states DHS July Renewal, 999
* We need “back to the top” and “bottom of page” buttons so we are not scrolling and wasting time
* Record needs to be on one page and show all fees before we go to a cart
* One transaction number gets you everything for that vehicle instead of hunting down 3-4 different transaction numbers to find all the information on a vehicle
* Dummy plates are given by DVS and we do not know what that plate sequence is so the record looks like the citizen has a license plate on the vehicle
* We are receiving titles from the MNLARS system with wrong lienholder or wrong address for lienholder on titles
  + Dealers are being required to buy these contracts back because the lien holder is not getting the lien card
  + Bankruptcy Court and 30-day perfections on title transactions
* Checking on disability permit owner for application of disability plate ownership and don’t know if that customer already has a plate and a permit or two plates already
* Y Commercial and Noncommercial is asking for a DOT number
* Veteran plates that are not charged registration are being charged registration under MNLARS
* Kept in County should auto populate with the address of the owner, like it did in the past
* MN Title Transfer fees do not show until you go to cart
* Record does not show or cross reference with 60-day permit that is displayed in vehicles window
* Entering all dealer information into mailing address for duplicate title
  + Mailing address did not work so we now change the address of the prior owner to the dealer address

Cart and Transaction Inventory

* Cannot edit cart if fees are incorrect
  + Start over with the transaction again
  + Sometimes 2-3 times before it is correct
* Pending Cart does not leave the record after 48 hours
* Pended Cart transactions
* Fees go on the day of Close Out for the day it was created and not completed
* Transactions in Cart are not showing in Transaction Activity
* Transactions in Transaction Activity not showing in Cart
* Transaction with deficiencies are not showing that it was completed anywhere in MNLARS report
* Transaction production by employees not factual

Close Out MNLARS Reports

* Cannot view closed reports for any prior days
* Date range does not work in IE
* There is no separation of state fees and filing fees in the Close Out Report by transactions
* There is no separation of long transactions ($10.00 filing fees)
* There is no separation of short transactions ($6.00 filing fees)
* We have paid for transactions that were deleted or canceled but showed in the Close Out
* State has loss of revenue daily as deputy registrar cannot do as many transactions in a day
* Many pulls of funds from the state are incorrect
  + Deputy Registrar are having more money taken by DVS than they collected for that day

Data Integrity

* A vehicle that leaves MN and comes back
  + We are to use title date out state title was issued for the citizens back registration
* DPS Website Registration Calculator different by base value and by VIN #
* MNLARS Registration fee different than dealer registration calculator printout on DPS website
* Vehicle 10 years and older requiring odometer
* Renewing registration without transfer into prior owner’s name
* Citizen being told to pay more than they are supposed to pay according to renewal notice or registration tax calculator
* Showing payments to another state when a payment was not made to only charge the customer $10.00 for a 10 year old or older vehicle that was purchased for less than $3000.00
* Vehicle not showing Held for Resale or the wrong dealer is showing
* Clear deficiency with printout of record deficiency
  + No documents furnished or financials need to be paid
* Dealer Lookup not on MNLARS
* Agent list not on MNLARS

Intake Forms

* 10 Intake Forms submitted to DVS
  + Response time varies from 2 days to 2 weeks
  + Citizen waiting
  + Need to give citizen a 60-day permit
  + Citizen must come back again and again
* Most of our request have been forwarded to another group at DVS to handle
* DVS will not look at the issue unless the Intake Form is filled out
  + Takes 10-15 minutes to fill out this Intake Form when we could be helping customers

Lookups

* Deputy Registrar must call into DVS Records for a lookup if we cannot find the record or there is something wrong with the record
  + Lookups are months out for the deputy registrar to get a call back from DVS Records

Top Priorities

1. Inventory Management System
2. The ability to delete and correct transactions in one step before we pay the cart
   1. Correction within a certain time frame
   2. Management Only an option
3. Close Out Reports
   1. Show all fees, including filing fees for every transaction
   2. One Transaction number per vehicle to cross reference fees
   3. Refunds back to deputy registrars, dealers and citizens
4. 60-Day permits, 21-Day permits and 31-Day permits
   1. Linked to MNLARS transaction
5. Printing titles a priority
6. EVTR (Electronic Vehicle Title and Registration System)
7. Backlog of work Pre-MNLARS and Post-MNLARS
   1. Production dates
   2. Cannot clear conditionals for citizens
8. Expediting for our citizens back to the deputy registrar
   1. Citizens need titles faster for many reasons and should have the option to do it with their deputy registrar
9. NMVTIS needs to be working
   1. AAMVA already states it is working when it has not worked from rollout date
10. Bandwidth
    1. 8:00 AM system slows way down and spins
    2. 4:00 PM system slows way down and spins
11. Online and Mail-In Renewals need to follow the same requirements that a deputy registrar is told to require from DVS.
12. When you clear a deficiency, you cannot transfer or do anything with that vehicle because the clearing of deficiency wants to create a title

Processing Time

* Processing speed is slow with workarounds and many outages
  + Same procedure DVS was doing
  + Didn’t work internally at DVS
  + Very little technology utilized in this system
* Cannot edit anything in a MNLARS transaction
  + Try several ways to enter transaction
  + Any transaction can take 10 minutes to 40 minutes including registration renewals
  + Loss of revenue at deputy registrars and state of MN
  + Decrease service to customers
  + Longer wait times for citizens
* We often find that the system just spins at varying times
  + Bandwidth has been a question

Functionality not working

* Transfer of special plates
* Issuance of duplicate plates and/or stickers with a title transfer transaction
* Issuance of a special plate (veteran, collegiate, etc.) with a title transfer transaction
  + Requires two transactions to be processed
  + Charges citizens more than once
* Duplicate personalized plate with renewal charging $100 fee
* NMVTIS (National Motor Vehicle Title and Information System)
* Issuance of State Park and Trail Plates – not working at all and fees are not correct.
* Maintenance has been done
  + A transaction that did work now no longer works
  + The system slows way down and then stops altogether
* Lease transactions that are needed for more than 12 months do not work correctly
* ST plates and duplicates
* Duplicate Plickers
* Cannot add lien on duplicate title
* Transfer to Heir when title is lost
  + Done in a minimum of two transactions with duplication of fees to citizen
* Record should not update until we pay a Cart
* Many free transactions
* Many wrong fee transactions Same plate or sticker being assigned to more than one vehicle
* MINNCOR sticker numbers being assigned at Deputy Registrar offices
* Unable to issue new plate after special plate was removed
* Unable to issue Tax Exempt plates
* Stickers held by MNLARS cannot be reused. (Some have been successful putting them back in inventory, others have not.)
* Title flags did not convert (Held for Resale)
* Many more to follow

Functionality not working **“workarounds”** created:

* Change of Class/Conversion with a Title Transfer
* Mailing addresses other than residence address on titles
* Reinstatement of WX plates
* Clearing a Salvage/Collecting the Salvage Inspection Fee
* Model year 2008 sales tax calculating at 6.5%
* OS Deficiency preventing renewal
* Impound Deficiency preventing renewal
* Duplicate Semi Trailer Plates cannot be issued through MNLARS
* Customers that did not receive tabs in mail – coming in to our office, need to be issued duplicate tabs or a 60 Day Permit
  + Have no way to know if the customer paid for stickers

Critical Needs

* An inventory management system that provides that ability to view, track and run reports by day, week, month, etc. for each type of sticker and plate.
  + Inventory management is a huge problem.
  + Stacks of both stickers and plates that we haven’t been able to reuse
  + DVS will charge us for missing stickers that were actually issued, or rejected
  + MINNCOR sticker numbers showing up
  + Duplicate sticker numbers showing up on different records
  + This could be a costly issue for deputies
* Close Out reports
  + Not being able to review a report after it is closed
    - Cannot print it after it is closed
  + Not balancing by User ID
  + Wrong fees charged
  + Amounts are changing overnight
* The ability to correct and delete transactions
  + Cannot change or correct anything
    - Deputy registrars, dealers and citizens are told to apply for a refund
  + No tracking of transaction for deficiencies
  + Cannot help customer where there is a deficiency on the old record brought over to MNLAR
    - Must have citizen mail into DVS
* 60-Day Permits not available in new MNLARS
  + Plate not cross-referenced with MNLARS but displayed on vehicle for law enforcement
* Purged vehicle list not available on new MNLARS