

MNDRIVE e-Services for Business


Dealers Question and Answer Document

The following document contains a compiled list of questions asked by real dealerships and answers from the DVS / MNDRIVE / MADA teams. Each question and answer in this document has been modified to be understood without the context of the conversation that took place when the question was asked, and the answer was given. Additionally, the answers that were given were valid at the time they were written or spoken. System development is constantly changing and updating. Therefore, the answers to these questions are subject to change at any time. This document will not include [Grab your reader's attention with a great quote from the document or use this space to emphasize a key point. To place this text box anywhere on the page, just drag it.]

all information that dealers need to know to prepare for their transition into the new system. Should any concerns arise from the questions or answers within this document, the dealers will have an opportunity to

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 **NOTE:** Questions marked with a ***NEW*** in front of them mean that they were added since the last release of this document.

General System Questions

QUESTION: When is the new e-Services for Business going live?

ANSWER: The Minnesota Drive (MNDRIVE) system, which includes e-Services for Business, is going live on Nov. 16, 2020. Dealers will be processing titles, registrations, and temporary permits from e-Services starting on that date.

QUESTION: Will the system have timeframes available for use? Such as business hours?

ANSWER: The system is designed to be available 24/7; however, we will need to perform occasional system maintenance. During scheduled maintenance, the system will be unavailable to users. DVS will notify users of planned maintenance windows ahead of time and every effort will be made to keep the maintenance schedule to non-business hours.

QUESTION: Is this system replacing MNLARS?

ANSWER: Yes. MNDRIVE will replace both your MNLARS and e-Support access. Dealers will access MNDRIVE through its e-Services for Business web portal for vehicle title applications, permits, and managing and renewing their dealer license and dealer plates.

QUESTION: Will all vehicles need to be manually added to e-Services for Business?

ANSWER: The data from MNLARS was converted to e-Services for Business. Most vehicles should not need to be manually added to the system.

QUESTION: Why must we keep an inquiry log?

ANSWER: The dealer data access agreement with DVS requires a dealer to record and retain information any time searches are conducted. This process is not changing.

QUESTION: Is this the same system the DVS offices use?

ANSWER: DVS and deputy registrar staff will work in MNDRIVE starting on Nov. 16. Other business partners, such as dealers, will use the e-Services for Business web portal to communicate and access MNDRIVE functions.

QUESTION: Will there be a grace period from business for dealer license renewals prior to November 16, 2020?

ANSWER: We are reviewing the rules surrounding dealer license renewals. We plan to have dealers whose dealer license expires in November and December renew their license before Nov. 16. Affected dealers will receive advance notification.

Dealers will need to access MNLARS to add the held-for-resale and removal-from-state title notifications for any purchases and out-of-state sales made prior to shutdown (for conversion). Sales and purchases conducted during the shutdown will be given however much time is reasonably needed to file the title notification in the new system.

QUESTION: How will deputy registrar offices process applications and transactions submitted by dealers between early November and the rollout date of Nov. 16?

ANSWER: Deputy Registrars will process applications and transactions in MNLARS until Nov. 10. No transactions will be processed by Deputy Registrars between Nov. 10 and Nov. 16.

If any transactions are not processed by the end of the business day on Nov. 10, then the Deputy Registrars will begin processing transactions on Nov. 16 in MNDRIVE.

QUESTION: What if a dealer has no internet access at the business? Are we now required to have internet access, a laptop, and printer in order to complete these steps?

ANSWER: Yes, internet access, a computer, and a laser printer will be required to complete the necessary steps in e-Services for Business.

QUESTION: Will the past training webinars be available to review if I missed them?

ANSWER: No. However, future webinars will include the information demonstrated in the previous ones, as well as updates. We encourage users to attend one of the two sessions available to them each month before November 16, 2020.

QUESTION: Can more than one person in a dealership receive DVS communication. If so, how do we sign up for that?

ANSWER: Yes. Email DVS.Dealerquestion@state.mn.us with your dealer information, as well as the contact that you would like to add. The invitation to the MNDRIVE Minute sessions can be forwarded to other members of your team as well.

QUESTION: What is the e-Services for Business “Sandbox”?

ANSWER: The e-Services for Business *Sandbox* is a practice environment that allows users to enter real customer information without making real changes to their records in order to become comfortable with the system.

QUESTION: How long will we be able to practice transactions in the Sandbox environment?

ANSWER: The Sandbox environment will be available until January 1, 2021. Users will be notified if the Sandbox environment is available after this date.

QUESTION: Our dealership is also a boat dealership. How do we handle boat applications in the new e-Services for Business system?

ANSWER: Boat applications are handled through the Department of Natural Resources and are not recorded with the Department of Vehicle Services, but can be submitted at local offices who handle those transactions. Trailers, on the other hand, will be handled in the MNDRIVE e-Services for Business system.

QUESTION: How are you going to do dealer reassignments in the new e-Services for Business system?

ANSWER: Dealer reassignments will be used if a title is full. Documents will continue to be submitted to a local deputy registrar after the e-Services for Business system is implemented.

QUESTION: Do dealers have to pay to use the new e-Services for Business system?

ANSWER: No. The e-Services for Business system is available for use to all Minnesota licensed dealers with Data Use Agreements for free.

QUESTION: Will all the transactions completed in e-Services for Business be viewable by every user within the dealership?

ANSWER: Only the Administrators will be able to see the transactions completed by other users within the dealership. Users without Administrator access will only be able to see the transaction they personally completed.

QUESTION: Where can descriptions of the different dealer web logon access levels in e-Services for Business be found?

ANSWER: The description of each of the web logons available can be found by clicking the **ellipses** icon found in the top-right hand corner of the access level dropdown field.

e-Service for Business Logons

QUESTION: Will all users have access to e-Services for Business?

ANSWER: Every user that needs to run an inquiry, renew a dealer license, or process a vehicle title application and vehicle permit (unless they have EVTR), will be able to gain access to e-Services for Business. Additional details will be directly communicated to dealers in future correspondence leading up to Nov. 16.

QUESTION: Will everyone require a new login?

ANSWER: Every individual user will be required to have their own login username and password, which will be specific to their name and dealership. Usernames and passwords will not be shared. Effective Nov. 16, MNLARS logins will no longer be valid.

QUESTION: How will dealerships get the new logins and passwords?

ANSWER: We are working out the details to streamline the process for dealerships gaining access to both the Sandbox e-Services for Business environment, as well as the live production environment. We will keep you informed of our progress and will communicate it to all dealers once it is finalized so that you are prepared to log into either system when they become available.

QUESTION: Will we need separate logins for each dealer number we have (if we have multiple)?

ANSWER: As long as the dealers are under the same legal entity with the same federal or Minnesota tax ID number, and own the dealer licenses, information can be accessed in e-Services for Business with the same user's credentials. However, if the dealer license has a separate entity, there will most likely be separate logins. Additional details will be directly communicated to dealers in future correspondence leading up to Nov. 16.

Question: What about DRWs? Will they also be available under the same account? All our dealer licenses and DRWs are all under the same entity.

ANSWER: Similar to multiple dealer accounts, the accounts that DRWs will be registered with can be accessed from the same logon. There's still some development taking place, but we'll include the process in future communications.

QUESTION: Will e-Services for Business only be accessible for the finance department or will title clerks be able to utilize this as well?

ANSWER: Both the finance department and title clerks will be able to utilize e-Services for Business. The finance department will use it for the title application and temporary permit, and title clerks will verify all information before sending the physical paperwork to a deputy registrar. The process your dealership currently follows in terms of separation of roles between the finance department and title clerks should not change with the launch of e-Services for Business.

The biggest changes will be the use of e-Services to generate a title application (PS2000) and 21-day and 31-day permits, replacing the old paper forms in use today.

QUESTION: What are some of the benefits to utilizing e-Services for Business for submitting vehicle title applications and permits?

ANSWER: e-Services for Business will populate and generate the title application, calculate the correct fees, and generate a temporary permit (21-or 31-day). Subsequently, processing time by deputy registrars will speed up and there will be fewer errors. One example is that e-Services for Business will require a double blind entry of VINs, significantly reducing the high number of data entry errors associated with VINs today. The overall increase of speed and accuracy ultimately results in less customer frustration, fewer corrections, and more accurate and faster information for law enforcement agencies.

QUESTION: What email address should we contact for establishing a Data Use Agreement and Data Use Representative with the state so that we can have access to the system?

ANSWER: Please contact dvs.dataservices@state.mn.us

QUESTION: What is the expected wait time before the Data Practice Team approves or denies a Record Access Agreement submitted by a dealer?

ANSWER: Approval times may vary. The Data Practices team is working to get the Records Access Agreements approved or denied within several days of the submission.

QUESTION: Will dealers that are on the border of Minnesota (that will be selling vehicles to Minnesota residents) be allowed to access MNDRIVE's e-Services for Business?

ANSWER: Only dealers that are licensed dealers in the state of Minnesota will have access to MNDRIVE's e-Services for Business system.

QUESTION: Will only dealer Data Use Representatives have access to complete the dealer license renewal request in e-Services for Business?

ANSWER: The dealership's Data Use Representative will determine and establish who has access within the dealership to perform this transaction in the system.

QUESTION: Do I need a new Data Use Representative if I'm already signed up with MNLARS as one?

ANSWER: If you already have a Data Use Agreement and are a Data Use Representative that uses MNLARS, you do NOT need to do anything. Your accounts will transfer over and you will receive your temporary password and instructions to login to the Sandbox on **Nov 2** (and setup any of your users to also practice). After, you will also receive a temporary password and instructions on **Nov 16** to log into the live system in the same way.

QUESTION: Currently, only our Data Use Representative and Title Clerk have access to MNLARS. Will our finance manager need their own login and Records Access Agreement to print 21 or 31-day permits in the system?

ANSWER: Yes they will. Your Data Use Representative will be able to create a logon for them in the system and grant them access to the dealership to perform this transaction in the system.

QUESTION: Our Administrator (DUR) retired. How do we appoint another Data Use Representative for our dealership? Does the request for the change need to originate from the person who is listed on our dealer's license?

ANSWER: A dealership representative can submit an updated data use agreement to the Department of Vehicle Services (DVS). The Administrator (DUR) is designated on page 2 of the agreement. The owner/officer listed on the license must sign on page 3.

QUESTION: Will the past training webinars be available to review if I missed them?

ANSWER: No. However, future webinars will include the information demonstrated in the previous ones, as well as updates. We encourage users to attend one of the two sessions available to them each month before November 16, 2020.

QUESTION: Does a user who does title work for two separate dealers need different logins for each dealership they work with?

ANSWER: Users working with two different dealers do not need different logins for each dealership they work with. A logon will be created that can access multiple dealer accounts. These users need to be careful to ensure transactions are being completed under the correct account.

EVTR

QUESTION: Is e-Services for Business replacing EVTR?

ANSWER: No, e-Services for Business will not be replacing EVTR. It is available to ALL licensed motor vehicle dealers. Licensed dealers that sell new and used motor vehicles will be able to start the title application and permit process online. The system will enforce business rules and procedures upfront to reduce errors and shorten processing time. The standard way a dealer submits the title and title application information to a deputy registrar will remain the same.

EVTR will be an option for dealerships wishing to utilize an approved vendor that can interface with the state's system. These vendors might be their Dealer Management System (DMS) vendor, or they might be able to coordinate with their DMS to send us the necessary data to process title applications into the system.

QUESTION: When will we get information on EVTR approved companies?

ANSWER: There are multiple EVTR vendors coming into the state. Most vendors will have an integration feature that pulls the customer information out of the DMS and populates it into the EVTR system, and while it's not 100 percent integration, it does cover around 85-90 percent.

QUESTION: Will dealers be able to integrate their existing DMS with e-Services for Business?

ANSWER: No. Integration with your DMS will be available through EVTR, but not the e-Services for Business portal of MNDRIVE. You will be able to cut and paste information from the DMS, but there is no direct integration between DMS and e-Services for Business.

Vehicle Search/Inquiry

QUESTION: Will vehicle inquiry results be printable?

ANSWER: Yes, you will be able to print your inquiry results. When a dealer runs a vehicle inquiry, the dealer must retain a record of when and why that inquiry was made, as required by the dealer record access agreement with DVS Data Services. It is recommended that dealers keep a spreadsheet of what vehicle was searched and why, along with retaining the document granting permission to access the record by the vehicle owner.

QUESTION: Can Vehicle Inquiries pull records from any timeframe, like the early 1990s?

ANSWER: Vehicle Inquiries can find any pre-existing record, regardless of the time frame.

QUESTION: Will we have the option to search by driver's license number?

ANSWER: Yes, the owner's name and driver's license number can be used in combination to find a vehicle record.

QUESTION: Is there a limit to the search results returned when searching by name? For example, if searching for James Hanson will the search return records for every James Hanson in the MNDRIVE database?

ANSWER: No, the number of search results is limited. You'll receive better results by providing more specific search parameters. In the example, a middle name and a date of birth would help focus the search results.

QUESTION: Can the developers include a "reason for search" field for a record inquiry? This way, the audit trail would be complete, and no extra side records would need to be kept.

ANSWER: We've forwarded this suggestion to our development team. If this is implemented into the system, it will be included in future communications.

QUESTION: Can the VIN be copied and pasted into the vehicle search inquiry?

ANSWER: Yes.

QUESTION: Does e-Services for Business recognize and accept VINs with less than 17 digits?

ANSWER: Yes.

QUESTION: What should be done if the VIN does not decode and populate the vehicle's information when completing a Vehicle Title Application and Permit?

ANSWER: The vehicle's information needs to be manually entered if the VIN does not decode and populate.

QUESTION: Will a vehicle search Inquiry provide previous owner information?

ANSWER: Yes, a vehicle search inquiry will provide the previous owner information.

QUESTION: Will a vehicle search inquiry show if a title is not the most recent one?

ANSWER: This was great feedback from one of the sessions. Our development team is aware that knowing whether a title is the most current is useful and is looking at ways to implement this.

QUESTION: Will brands (besides salvage) show during a search inquiry?

ANSWER: Yes, you will be able to see brand information.

QUESTION: Will the current title application have the title issued date, or as long as there is a title number does that mean it has been issued?

ANSWER: For vehicles that are pending title review in MNDRIVE, this date would not be populated yet. We have passed this question along to the development team to see what can be done to make this clearer.

QUESTION: If you enter a Minnesota Driver's License number in the vehicle inquiry in the system, will it populate their name and address?

ANSWER: No. You have to enter all information manually to ensure data security.

QUESTION: If, when using the vehicle inquiry functionality in e-Services for Business, we pull up a vehicle using its VIN and the vehicle is not registered in Minnesota, will it show the state the title originated from?

ANSWER: No. The system is for Minnesota records only. If you want access to view out-of-state information you need to use NMVTIS.

Dealer License Application and Renewals

QUESTION: Will we have to renew again in November when MNDRIVE launches?

ANSWER: A dealer will need to renew prior to Nov. 30, if their dealer license expires in November 2020. All other dealers with a valid license will **not** need to renew again when the new system launches. The license expiration will not change due to the MNDRIVE launch and dealer licenses will continue in their same renewal cycle.

QUESTION: Is there a field where dealers can view the license status of other dealerships?

ANSWER: There will be a dealer license lookup available to view the status of other dealer licenses. We will show revoked or suspended licenses as long as that information is available. There will also be a public search available.

QUESTION: Will there be an option on e-Services for Business for self-insured dealers?

ANSWER: Dealers will not be able to use self-insurance for liability insurance.

QUESTION: What if we have a limited dealer license? Currently, we can only put vehicles on hold and everything must be done at a Deputy Registrar's office.

ANSWER: If a dealer with a limited license sells to a private party, they will need to use the Vehicle Title Application and Permit transaction in the e-Services for Business system, then submit the original documents to the Deputy Registrar's office (as they do now).

QUESTION: Will you be able to print your dealer license out in the e-Services for Business system?

ANSWER: Yes.

Renewing and Ordering Plates

QUESTION: Can demonstration and in-transit plates be issued through e-Services for Business?

ANSWER: Dealers will be able to order demonstration and in-transit plates for their dealership through e-Services for Business. This will include standard, motorcycle, in-transit, and snowmobile and boat trailer/moped demonstration plates.

e-Services for Business will not issue regular passenger, truck plates, etc. to vehicles for customers. The business process is not changing and those plates will be issued by the deputy registrar or through EVTR.

QUESTION: When renewing and ordering plates, can there be a printable receipt?

ANSWER: This was great feedback brought up during one of the sessions. Our developers are looking at ways to implement a printable receipt after any request that has a financial impact to the dealer's account.

QUESTION: Are we still going to be able to use and order the permit books like we do now?

ANSWER: No. Once MNDRIVE rolls out on Nov. 16, a dealer will issue 21- and 31-day permits through e-Services for Business. More details on this change can be found within the answers of other questions in this document, as well as other future dealer communications.

QUESTION: Do we print out the title application on regular paper? If not, are we going to have to purchase specific paper? How does this go on the license plate holder?

Answer:

- **Title Applications:** This will be a PDF that can be printed on any laser or inkjet printer on regular white paper.
- **Temporary Permits:** The special paper will be composed of 100 percent polyethylene terephthalate (PET). PET is used for temporary tags in multiple states due to its performance characteristics under rigorous application. It is tear-resistant, water-resistant, abrasion-resistant, UV light-resistant, and non-glare.

The paper is perforated to allow for a temporary permit as well as a temporary registration card. The permit itself (top section) will be treated as a license plate and will be affixed to the rear plate holder accordingly. The temporary registration card (bottom section) will be kept inside the vehicles for proof of ownership.

The paper stock is 8.5" x 11", but the permit itself will be more like a plate size, with the bottom perforated portion of the paper being detached for the reg/cab card.

QUESTION: Will we, as specialized dealers, need to order and purchase the same special highly durable paper for 21-day/31-day permits that other dealers are required to use?

ANSWER: Yes, all dealers, including specialized dealers, will need to order and purchase the same highly durable paper for 21-day/31-day permits.

QUESTION: Will we, as limited license dealerships, need to purchase the special paper used when issuing permits?

ANSWER: Yes, if the dealership is issuing permits for sold vehicles then the special permit paper is needed.

QUESTION: I am with a leasing company and we bring all of our titling work to a deputy registrar office. If we need to print temporary permits, will we have the capability to do so?

ANSWER: If you are bringing all of your work to a deputy registrar, then your customer's license plates will be issued directly when the transactions are submitted and processed at the deputy registrar office.

QUESTION: Are we supposed to take a copy of the temporary permit for tracking?

ANSWER: Permit history will be available to view and is tracked within the e-Services for Business system. Therefore, a paper copy in vehicle jackets or permit books will no longer be needed.

QUESTION: Where can the new weather-resistant permit paper be purchased?

ANSWER: This paper will be available for purchase through both MADA and NIADA.

MADA can be contacted at (651)-291-2400.

Northland (NIADA) can be contacted at (952)-894-1766.

QUESTION: How will we get the license plates for our customers?

ANSWER: The deputy registrar will issue license plates when the dealer submits the application and fees or a dealer may apply to be an EVTR customer.

QUESTION: Can we report lost or stolen dealer plates in the new e-Services for Business system?

ANSWER: Yes. Dealers can do this through their e-Services for Business account. They can also report this to the DVS Dealer Unit as they are able to now.

QUESTION: Can we get refunds for our unused 21 or 31 day permits?

ANSWER: No. You should order the minimum amount of 21 and/or 31-day permits that you need for the remainder of time that the old 21-day and 31-day permits are issued before the implementation of the new system.

QUESTION: Can we order new plates at any time? Or just upon license renewal?

ANSWER: Dealer demo plates can be ordered both at the time of license renewal, as well as through a stand-alone order.

QUESTION: Will the new e-Services for Business system affect drive-away/tow-away companies? Will I still be able to renew my drive-away/dealer license plates and the TAB's the old way, like last year?

ANSWER: Yes. Instead of renewing drive-away/dealer licenses plates the old way, they will be renewed in the new e-Services for Business system.

Vehicle Title/Registration Application and Permit Questions

General

QUESTION: Is Minnesota becoming a title holding state?

ANSWER: Minnesota is currently not a title holding state; there are no plans to implement this. Any change would require legislative action.

QUESTION: Is Minnesota switching to an “AND/OR” title state?

ANSWER: There is no change to this process. Minnesota does not print “AND” on the vehicle title (the “and” is implied by default). Customers can choose to use the “OR” relationship option as an alternative, which will print on the title.

QUESTION: Can the VIN field on the vehicle title application be used with a scanner?

ANSWER: Most barcode scanners simply emulate keystrokes based on the data represented by a barcode. The VIN field will accept keystrokes, so as long as the barcode being scanned represents a VIN, and the barcode scanner’s configuration can translate it correctly. However, the system will not offer support for barcode scanners.

QUESTION: How long are trailer tabs valid for? For example, if tabs were purchased on November 30, 2020 will they be valid through February 2021 or can a customer purchase tabs through February 2022?

ANSWER: Recreational trailers' registration will continue to expire in February of each year. The expiration date of the registration for trailers depends on the quantity (number of years) paid for by the customer.

QUESTION: Are permanent stickers needed for trailers under 3,000 pounds? Should they be obtained through the Deputy Registrar?

ANSWER: Yes, permanent stickers are needed for trailers under 3,000 pounds. Dealers need to go to the Deputy Registrar to get the correct stickers for each trailers.

QUESTION: Can the e-Services for Business functionality for title applications and permits be used for both new and used car dealers?

ANSWER: Yes.

QUESTION: Does every vehicle leaving the dealer lot need to undergo a transaction in the e-Services for Business system?

ANSWER: We strongly encourage the use of Vehicle Title Application and Permit for all title and registration transactions; however, it is not mandated. It is necessary for dealers to perform the appropriate transactions if a permit is needed.

QUESTION: What are the repercussions if a vehicle is not marked as sold after leaving the dealership?

ANSWER: For dealer-to-dealer reassignment, when no title or registration transaction is required with DVS, marking a vehicle as sold to dealer other than your own is suggested. Dealers are required to maintain records. Marking a vehicle as sold is part of the record keeping process. Accurate record keeping maintains the integrity of the vehicle ownership history.

QUESTION: Will the finance department be required to enter all this information?

ANSWER: This depends on the organization of each dealership and can include any number of staff. Ultimately, it will be whoever signs out your customer. If you have a finance department, then your finance manager will start this process, but if you have a finance administrator, the entry will most likely start there.

QUESTION: What happens if our dealership has a centralized titling office and the deal jackets / titles are not located in the same building as finance, therefore we do not have the previous title state and title number?

ANSWER

- **New Car Dealers:** It is best practice to keep copies of all titles in a place that is easily accessible by your finance department. If that is not an option because deal jackets are not on-site, then scanned copies will work as well. However, if neither fits your business practice, then you will need to create a process within your dealership that allows your finance department access to this information, as it will be required when e-Services for Business rolls out. If you truly do not have the title in hand yet, then the transaction can be processed as a dealer conditional.
- **Used Car Dealers:** You must have your deal jackets on-site, unless you have prior authorization from DVS. If you have authorization, you will need to follow the same guidelines as new car dealers (see above). If you truly do not have the title in hand yet, then the transaction can be processed as a dealer conditional.

QUESTION: Is there going to be a copy of the title application to give to the customer? Dealers used to provide the customer with a yellow copy of the PS2000.

ANSWER: You will have the ability to print as many copies as needed on e-Services for Business or photocopy an already printed copy.

QUESTION: Are there going to be any changes to the 21 and 31-Day temporary permits?

ANSWER: Yes. The temporary 21-day and 31-day permits will be generated by the system based on the data entered by the dealer. This process is necessary to associate the permit to the vehicle, as well as to provide law enforcement with the information they need. Temporary permits will be printed on special weather- and tear-resistant paper stock and displayed on a vehicle in the location where the rear license plate is mounted. More information about this process and the new temporary permit paper can be found in the answer to other questions within this document, as well as other future dealer communications.

QUESTION: How is payment for title applications and registration going to work?

ANSWER: The agreement will remain between the dealership and the deputy registrar. Any deputy registrar will be able to pull up a title application submitted through e-Services for Business by a dealer. The title application will calculate the total fees due. The dealer will submit payment for transactions at the deputy registrar office.

QUESTION: Will Fast Track Services still be available for the standard \$20.00 fee?

ANSWER: Yes, Fast Track Services will still be available. The standard fee has not change and will remain at \$20.

QUESTION: Will dealer reassignment or DNR forms be generated through e-Services for Business?

ANSWER: No, the e-Services for Business will only generate the title application and temporary permit. Dealer reassignment forms or other forms needed to complete the transaction should be submitted with the title application to the deputy registrar office. Required documents needed to transfer ownership of a vehicle remains the same as it is today.

QUESTION: Should we honor the permit time frames for Minnesota, even though Wisconsin and reservations have longer permit time frames?

ANSWER: Business process is not changing so permits are statute through Minnesota timelines.

If a vehicle is being kept within Minnesota jurisdiction then a 31-day permit cannot be issued. Dealers can issue 31-day permits for out of state and reservation (that are not in Minnesota jurisdiction) transactions.

QUESTION: Is the Vehicle Title Application and Permit functionality in e-Services for Business where I should mark a vehicle as “junked”?

ANSWER: To mark a vehicle as “junked” (or *junk* a vehicle) go to the action center at the bottom of the Vehicle Inquiry screen.

QUESTION: Will there be an option to give a disabled person a longer temporary permit?

ANSWER: In order to get a 60-day permit, the transaction must occur at a Deputy Registrar offices. 60-day permits cannot be performed in the e-Services for Business system by dealers.

QUESTION: Does the Vehicle Title Application and Permit transaction need to be performed in e-Services for Business by dealers at the time of the vehicle’s purchase? Or, can the application be done at any time within the 10 business-day allowance for dealers?

ANSWER: The statute is not changing. A dealer conditional option is available. The Vehicle Title Application and Permit transaction needs to be performed at the time of sale so that the buyer(s) can sign the document, then the document needs to be submitted to the Deputy Registrar’s office (as the process occurs now).

QUESTION: Is the Vehicle Title Application and Permit transaction completed only if the customer needs a vehicle permit? Do you still need to complete this transaction if the vehicle’s plates are still valid?

ANSWER: Yes. You would not need to request a permit if a permit is not needed for the vehicle.

QUESTION: After completing the Vehicle Title Application and Permit, how long until the car is in the customer’s name?

ANSWER: A specific timeframe cannot be provided for how long it will take for a vehicle to be put under the customer’s name. The timeframe is contingent on the dealer’s submission and processing of necessary paperwork to a deputy registrar office or to DVS for processing.

QUESTION: Is a salvage title going to be handled in the Vehicle Title Application and Permit transaction the same way as a non-salvage title would?

ANSWER: Yes. Salvage and non-salvage titles would be processed in the same way in the system.

QUESTION: Will doc fees be going up for completion of the Vehicle Title Application and Permit by dealers?

ANSWER: Doc fees are, and will continue to be, \$125.

QUESTION: If a title clerk only works once a week in my dealership, can we use a Power of Attorney (POA) to sign for the vehicle purchaser?

ANSWER: Power of Attorneys would be used for the same reasons that they are today.

QUESTION: When does the new law go into effect to use the MSRP only to calculate a vehicle's registration tax?

ANSWER: This law will go into effect when the system launches or on January 1st, 2021 – whichever is sooner.

QUESTION: Will there be Department of Vehicle Services support available at night if a dealer is having trouble working in the new system or getting a temporary permit to print?

ANSWER: Support hours by Department of Vehicle Services for dealers will remain the same as they currently are.

QUESTION: Are we going to brand the titles of salvaged motorcycles?

ANSWER: Once they have passed inspection, motorcycles do not receive a branded title.

QUESTION: Why can't we copy and paste out of our DMS? Especially if our system already has a check or validation in place for VINs?

ANSWER: You can cut and paste from your DMS for almost all areas of the Vehicle Title Application and Permit. The second VIN entry into the transaction, however, requires manual entry. This double-blind entry is to ensure that the correct vehicle data is entered, which will reduce a large amount of incorrectly titled vehicles.

QUESTION: Where can the motorcycle engine number be entered during a Vehicle Title Application and Permit transaction?

ANSWER: You will be able to include the engine number under Vehicle Information.

QUESTION: When completing a Vehicle Title and Application Permit transaction on e-Services for Business, will there be a field to enter fuel type?

ANSWER: You will be able to select the fuel type under Vehicle Information. The fuel type options are Diesel, Electric, Gasoline, Hybrid Diesel, Hybrid Gasoline, Other and Unknown.

QUESTION: How will the Vehicle Title Application and Permit transaction work for rental dealers?

ANSWER: Rental dealer transactions can occur through the Vehicle Title Application and Permit transaction in the new e-Services for Business system, or through EVTR.

QUESTION: How can wholesalers mark a vehicle as sold in e-Services for Business when purchasing from a dealership?

ANSWER: A wholesaler can mark a vehicle by following the steps below:

1. Complete a Vehicle Inquiry
2. Scroll down to the bottom of the page to the Action Center Panel
3. Click **Mark Vehicle as Sold/Removed from State**
4. Enter all of the required details around the sales transaction
5. Click **Submit**

QUESTION: Will e-Services for Business be used to complete registration renewals for daily rental vehicles?

ANSWER: Daily rental registration renewals are not currently available on e-Services for Business. This functionality may be a future enhancement; users will be alerted if this functionality is implemented to e-Services for Business.

QUESTION: How are untitled trailers processed in e-Services for Business?

ANSWER: A Vehicle Title Application and Permit still needs to be completed for untitled vehicles. Title information is not required, but the registration information for the untitled trailer must be entered.

QUESTION: Can we still bring trailer titling paperwork to a local registration office for processing?

ANSWER: The business process hasn't changed so trailer titling paperwork can still be brought to the Deputy Registrar's office. If a permit is needed for the transaction then you will need to complete a Vehicle Title Application and Permit transaction in e-Services for Business to issue a permit.

QUESTION: Is insurance information required for trailer sales?

ANSWER: No, insurance is not required for trailers. The vehicle hauling the trailer is required to have active insurance.

QUESTION: How can a non-titled trailer's registration be transferred if the customer cannot sign a PS2000 form as the seller? What documentation is needed to complete a registration transfer when a non-titled trailer is sold?

ANSWER: In order to complete a registration transfer when a non-titled trailer is sold, the bill of sale or PS2000 should be used. These documents need to reference the trailer's VIN (if it exists), the defining traits of the trailer (whether it's homemade, what its type is, etc.), the purchase price, as well as the seller's name and date. The purchaser's name and a signature will be required as well.

QUESTION: How do RV Unit transactions that don't enter MSRP work in the Vehicle Title Application and Permit transaction?

ANSWER: This process will not change. Registration of RV units is determined by their gross vehicle weight (GVW) rating.

QUESTION: What should dealers do if the customer isn't planning on actually purchasing a vehicle until the next day?

ANSWER: When a dealer completes the Vehicle Title Application and Permit (VTAP) transaction, the temporary permit will be generated and available to print immediately. If the vehicle is being used for an extended test drive, the dealer plate should be used and not a temporary permit.

QUESTION: Would we fill out the same Vehicle Title Application and Permit if the vehicle was a used vehicle vs if the vehicle was new?

ANSWER: Yes. This process will be the same for new or used vehicles.

QUESTION: How can we apply for or receive a duplicate vehicle title?

ANSWER: This process is not changing. You must apply for a duplicate title via your local Deputy Registrar's office.

QUESTION: What if we have not entered all of our old Vehicle Title Applications by the November 16th deadline? Are we required to use the new e-Services for Business system to process our older transactions?

ANSWER: Dealer sales that have taken place prior to the system's implementation on Nov. 16, can still be submitted to a deputy registrar as they normally would. The Vehicle Title Application and Permit transaction in the new e-Services for Business system can be used if necessary. All transactions should be submitted within 10 business days of their occurrence.

QUESTION: How will supplementary documents, such as Statement of Facts, be uploaded and archived when applying for a new title in e-Services for Business?

ANSWER: Titles and all supporting documents will continue to be submitted with the fees at a deputy registrar's office.

QUESTION: Will title transfers for repossessions still be completed using the repossession affidavit or will title transfers for repossessions be done using e-Services for Business?

ANSWER: Yes, there is no business change in regards to using the repossession affidavit to complete title transfers for repossessions. Once the repossession affidavit is submitted to the deputy registrar's office, the deputy registrar will enter the information for the transaction. Title transfers for repossessions cannot be completed on e-Services for Business.

QUESTION: How will dealers know when a vehicle's title transfer is completed by Driver Vehicle Services? Will there be an indicator or notification on e-Services for Business to alert dealers of status changes for titles?

ANSWER: The business process has not changed, so title transfers will be completed once Deputy Registrars process all of the required paperwork. A title will not be issued until the paperwork review is completed by Driver Vehicle Services.

There are no indicators or alerts in e-Services for Business to alert dealers of status changes for titles. Dealers can run vehicle inquiries to view the issuing date on the title.

QUESTION: Will title information on manufactured homes be searchable in e-Services for Business?

ANSWER: Yes, you can use e-Services for Business to search title information for manufactured homes.

QUESTION: What does the "Grant 3rd Party Access" functionality do in e-Services for Business?

ANSWER: The "Grant 3rd Party Access" function in e-Services for Business is for dealers who opt to use a third party to complete Vehicle Title Application and Permits and vehicle searches.

The third party user will need to request third party access and be approved by the DVS Data Practices team. The dealer would need to grant the third party user access through their account on e-Services for Business.

The step-by-step process is provided in the [e-Services for Business User Guide](#).

QUESTION: Will we still go to the Deputy Registrar to complete title transfers for our vehicle donation program?

ANSWER: Yes, the business process has not changed. Title transfers and permit issuances still need to be performed when a car is donated.

Generating a Title Application and Temporary 21-day/31-day Permits

QUESTION: Is there an option for a business name and an individual to both be listed as owners?

ANSWER: Yes, a business and an individual can both be listed as owners on a title application.

QUESTION: What if the customer has no middle name?

ANSWER: This process remains the same. If the customer has a middle name it must be entered. If the customer does not have a middle name, you may leave that field on the title application blank.

QUESTION: Can customers continue to purchase a car with a state-issued photo ID in lieu of a driving credential?

ANSWER: Yes, there is no business process change in terms of being able to use a state-issued photo ID as an identification document when purchasing a vehicle.

QUESTION: Can a dealer generate 21-day permits for vehicle sales that happen far in advanced?

ANSWER: Dealers cannot generate temporary 21-day and 31-day permits in advanced for an upcoming transaction. Permits must be generated at the time of the transaction.

QUESTION: Can there be a list of common lien holders saved to prevent manual entry during each application?

ANSWER: The business and development teams are discussing the possibility of populating a list of common lien holders during a transaction as a future enhancement.

***NEW* QUESTION:** The font is very small on the printed title application, is there a way to make the font larger?

ANSWER: User feedback is always appreciated and welcome! A suggestion has been logged with the development team and we will let users know when updates have been made.

QUESTION: If a customer changed their address but did not update their Minnesota identity credential to reflect their new address, what address would you use on the title application?

ANSWER: The owner's current residential address should be listed on the title application. The mailing address will be wherever the customer would like their title/ paperwork mailed.

QUESTION: Can P.O. Box addresses be used when completing the Vehicle Title Application and Permit transaction in e-Services for Business?

ANSWER: When completing a Vehicle Title Permit and Application transaction, the P.O. Box address needs to be listed as the mailing address and the street address needs to be listed as the physical address. A physical address is required.

All addresses should be listed the same way as it appears on the dealer's license.

QUESTION: Will the odometer always be required, regardless of the model year of the vehicle?

ANSWER: A change to the federal odometer disclosure law takes effect on Jan 1, 2021. It applies to vehicles with a model year of 2011 and newer only. Please see the AAMVA page for more information: <https://www.aamva.org/Legislative-Alert-NHTSA-Extends-Implementation-Deadline-for-Exemptions-of-Odometer-Disclosures/>

QUESTION: Will there be a way for them to tell if a trade-in vehicle title is still pending or in an applied for status?

ANSWER: Yes, there will be a title status available on the vehicle inquiry for both converted titles and titles applied for after MNDRIVE goes live.

QUESTION: Can a government certificate be used as an ownership document?

ANSWER: There is no change to this process. Yes, government certificates are proof of ownership and are acceptable to title a vehicle. There is a document option for government certificates.

QUESTION: Is the way that registration fees are currently calculated changing since there isn't a destination fee?

ANSWER: Yes, 2020 legislation changed the way registration tax is determined for passenger class vehicles. Registration tax will be based on the manufacturer's suggested retail prices (MSRP) without other costs or price adjustments, such as destination charge. It also increases the tax rate used for vehicles being newly registered in Minnesota from 1.25 to 1.285 percent. MNDRIVE will apply these changes to the calculation of registration tax. The 10-year depreciation and \$35 minimum still apply.

The tax calculation for vehicles with registration based on gross weight was not changed.

QUESTION: Is there a tool we can use to get an estimate on the registration tax?

ANSWER: Yes, dealers can use the “Estimate Vehicle Registration Tax” tool on e-Services.

QUESTION: By entering this information into the new system, will there be a PS2000 form and will we need this information in order to print the 21-day permit?

ANSWER: The information entered in the vehicle title application and permit request allows a dealer to generate a title application and a temporary 21-day permit. The title application can be printed and signed by the customer, replacing the need for a handwritten or otherwise filled-out PS2000. The application will also contain a barcode, making it easier for deputy registrars to process the title application in their office.

QUESTION: Will dealers be able to search for a deficiency in e-Services for Business?

ANSWER: Yes, a dealer must complete a vehicle inquiry in order to see the deficiency. The type of deficiency will be listed, however, no additional information about the deficiency will be shown on the vehicle inquiry.

QUESTION: Are there any indicators on e-Services for Business for the 7-year plate replacement due date?

ANSWER: No, there are no indicators on e-Services for Business for 7-year plate replacement.

QUESTION: Does this finalize a registration, assign plates, and print a title if all information is correct?

ANSWER: No. The actual process for title issuance is not changing. Your finance department will still create a title application and temporary permit. The title clerk will verify all information and the paperwork must still be submitted to a deputy registrar. The transactions will be processed in the same way that they are today.

***NEW* QUESTION: If the customer decides not to finalize the deal, what happens to the submitted Vehicle Title Application and Permit transaction?**

ANSWER: The submitted Vehicle Title Application and Permit transaction will remain in the queue for a duration of time. The development team is still finalizing how long the submitted transaction will stay in the queue.

The transaction will not be processed until all of the paperwork has been submitted to a deputy registrar. The customer's or vehicle's record will not be impacted until the paperwork has been submitted.

QUESTION: If the customer wants personalized plates, will there be an option in the title application process that will automatically give them a 90-day temporary permit, or will that fall on the DMV to issue?

ANSWER: Dealerships can only issue 21- and 31-day permits. If your customer is also applying for a special plate you would issue the customer a 21-day permit. The deputy registrar will issue a 60-day special plate permit after you've submit the title transaction, which you can provide to your customer.

QUESTION: Will our sales team still be able to issue the triplicate drive out permits or will that option no longer be available on Nov. 16?

ANSWER: Beginning November 16, 21-day and 31-day temporary permits may be issued through e-Services for Business. However, you may continue to use your current stock of temporary permits until December 31, 2020 or until your stock has been depleted, whichever comes first. Starting January 1, 2021, temporary permits must be completed through e-Services for Business, and all prior temporary permit 'books' will be obsolete.

QUESTION: Should temporary permit books be shredded after December 31, 2020?

ANSWER: Yes.

QUESTION: What if there is no color available for the vehicle when we are trying to complete the Vehicle Title Application and Permit transaction in e-Services for Business?

ANSWER: There should be a color chosen for each vehicle.

QUESTION: Will the system accept out-of-state Driver's License numbers (such as in the case that a customer just moved to the state and didn't update their license yet)?

ANSWER: Yes.

QUESTION: Will the system alert us if the vehicle being traded-in in the Vehicle Title Application and Permit transaction doesn't match the customer name on the Driver's License (in the case that we mistyped the VIN or license plate?)

ANSWER: No. Dealers are responsible for verifying the name and/or applicable relationship before beginning the Vehicle Title Application and Permit transaction in the e-Services for Business system using the Vehicle Inquiry functionality.

QUESTION: Based off of the Y plate weight chart, would we still round up to the larger weight amount in the range provided? Or do we enter in the exact weight of the vehicle that the MSO/MCO provides?

ANSWER: Dealers must register the vehicle at the Gross Vehicle Weight (GVW) rating that the vehicle is operating at.

QUESTION: How can 21-day and 31-day permits be secured to motorcycles?

ANSWER: The 21-day and 31-day permits for motorcycles are smaller in size compared to the permits for vehicles and trailers. The permits should be affixed to the motorcycle in the license plate holder.

QUESTION: If we are selling trailers, will the vehicle's odometer and color be required?

ANSWER: No. Depending on what option is chosen, your required fields in the transaction will change.

QUESTION: Will trailers be required to display the new temporary 21-day/31-day permits?

ANSWER: A temporary 21-day/31-day permit must be displayed if a permit has been issued.

QUESTION: How should RV dealers complete the Vehicle Title and Application Permit transaction with two Manufacturer's Statement of Origin (MSO)?

ANSWER: The business process hasn't changed regarding Vehicle Title Application and Permit transactions for RVs. Dealerships should look at the second Manufacturer's Statement of Origin (MSO) to find the year, make and model.

While completing the Vehicle Title Application and Permit transaction in e-Services for Business, the vehicle type is truck/bus and the vehicle class is RV. Manufacturer's Statement of Origin (MSO) needs to be selected for the previous ownership document.

***NEW* QUESTION:** How can a 31-day permit be generated for customers living on a Native American reservation?

ANSWER: The process to generate 31-day permits for customers living on Native American reservations is currently being developed. The functionality will be in place before December 31, 2020.

Until the functionality is implemented in e-Services for Business, please use the temporary permit books to complete these transactions.

Partial/Incorrect/Missing Title Corrections

QUESTION: Is it possible to fill in partial information at the time of sale and allow the title clerk to fill in the rest at a later time?

ANSWER: No, you will not be able to submit the vehicle title application or generate a temporary permit until all of the required information has been entered into MNDRIVE. The application needs to be filled out, printed, and signed by the customer in order to generate the temporary permit.

QUESTION: Can insurance information for a customer be provided after the vehicle title application is submitted?

ANSWER: No, insurance information is required to submit the vehicle title application and generate a temporary permit. Proof of insurance is required for the individual buying the vehicle. If the customer has an existing car insurance policy, that policy may be used. The customer has 30 days to contact their insurance agent and add the new vehicle to their insurance policy.

QUESTION: Will it be possible to enter information on the vehicle title application ahead of time and save it so that the application is ready to go when the customer comes in to sign paperwork?

ANSWER: Yes, you can click "Save Draft" when completing a Vehicle Title Application and Permit and finish it at a later time.

QUESTION: After clicking "Save Draft" is there a time limit to edit the saved transaction?

ANSWER: There is no time limit to return to the transaction draft and make amendments.

QUESTION: Is all of this information going to need to be entered before the temporary tag is issued? Will it be able to be edited if a mistake is made?

ANSWER: Yes, the data must be entered before a temporary permit can be issued. If the application has been signed, any change would require a new signature on the title application. Editing options are under discussion.

QUESTION: What do we do if we complete all of this and the deal falls through?

ANSWER: The answer for this will vary depending on the status of the title application (submitted by the dealer, processed by the deputy registrar, issued by DVS, etc.). The business and development teams are currently discussing the various scenarios and corresponding processes.

***NEW* QUESTION:** Will there be a process for title clerks to edit information if the dealer finance department entered something incorrectly?

ANSWER: Yes, title clerks and all users with an e-Services for Business login will be able to make corrections to a submitted title application.

After the corrections have been made, the title application needs to be reprinted and signed again by the customer(s) before being sent to the deputy registrar for processing.

QUESTION: If a correction is made to the title application, do both versions of the application need to be sent to the deputy registrar or just the corrected version?

ANSWER: Only the current, corrected version should be sent to the deputy registrar.

QUESTION: When the title clerk receives the printed title application and finds an error, can we cross out the information and fix it like we do now?

ANSWER: No, a correction needs to be performed in the e-Services for Business system so that the paperwork matches the information stored in the system and business rules can be run against the corrected information in case it affects fees due.

QUESTION: Is there a need for a supplemental title now?

ANSWER: Minnesota dealers will continue to use Supplemental Secure Reassignments if the title is full.

Submitting, Signing, Sending to Deputy Registrar

QUESTION: Can multiple copies of the title application be printed?

ANSWER: The system will not automatically generate more than one copy; however, you will be able to print as many copies as needed. A copy with the wet (live) signature will need to be sent to the deputy registrar office.

QUESTION: Why do we have to pay the \$11 filing fee (deputy registrar fee) if we are doing all the work/entry into the system?

ANSWER: Completing the vehicle title application and permit request is essentially the same as filling out a PS2000 and a hand written permit today. The deputy registrar still has the responsibility to review paperwork, confirm the information and fees are correct, and provide plates, stickers, or 60-day permits to return to the customer.

QUESTION: Will we get a receipt for the title application showing the detail?

ANSWER: No, the title application shows all the transaction fees that are required for submission.

QUESTION: When we enter all of the permit information and the barcoded title app prints, will this be scanned by the deputy registrars? If the information is entered into the system and the customer changes their mind, will we have trouble using this VIN again?

ANSWER: Deputy Registrars will scan the barcoded title application, which will jump them straight into the transaction within the system.

Regarding reusing VINs, once a vehicle has been sold, it is no longer new. This has no bearing on whether a VIN can be used again in the system. Depending on where the transaction is in process will determine how to correct the ownership for a specific vehicle if an ownership correction is needed.

QUESTION: When money is collected during a transaction, what process needs to occur to then transfer appropriate funds to the state?

ANSWER: The process for money collection is remaining the same. Fees and title transfer documents are submitted at a deputy registrar's office.

QUESTION: Will the system notify the dealership if/when a title has been issued?

ANSWER: The dealership will not receive notification when titles are issued. If the customer is curious, then a dealer can perform a vehicle Inquiry or the customer can contact DVS.

QUESTION: Will the customer need to sign the title application?

ANSWER: Yes, there is no business process change in regards to wet (live) signatures. The title application will be printed from e-Services for Business.

QUESTION: Does a customer need to sign a new title application if a dealer conditional was completed but not sent to the deputy registrar before the title/lien card arrives?

ANSWER: The business process has not changed regarding title applications and dealer conditionals. A new title application does not need to be signed by the customer if a title or lien card arrives before the dealer conditional is processed by the Deputy Registrar. All of the necessary paperwork, including the title or lien card, needs to be submitted to the Deputy Registrar for processing.

QUESTION: Does the vehicle title application and permit replace paper title applications? How about the 21-day permit?

ANSWER: Yes, the vehicle title application and permit replaces paper title applications and 21-day permits. Title apps will still need to be printed and submitted.

QUESTION: Does the dealership need to select which deputy registrar they will send title work to?

ANSWER: Dealers do not select a specific deputy registrar in e-Services for Business. The title application process is still dependent on the transaction documents being physically received by a deputy registrar, which would drive the rest of the process.

QUESTION: When filling in the sales price, trade in etc., will we show a rebate (new only) by deducting it from the sale price?

ANSWER: Purchase Price Of The Vehicle – Rebates + Taxable Add-Ons = Purchase Price

This business process will remain the same as it is currently.

QUESTION: If a dealer team member from the Finance area submits a Vehicle Title Application and Permit transaction using e-Services for Business, can another employee in the dealership with a logon and security permissions to the dealership account search for and print that transaction in the system?

ANSWER: Yes.

QUESTION: Can I generate a second temporary tag for customers that need one due to delay?

ANSWER: A second temporary permit is not allowed per administrative rule 7400.5400.

QUESTION: Do PS200's print out? Do we need a special form to order for them to be printed on?

ANSWER: The new e-Services for Business system is going to print the Vehicle Title Application and Permit. The PS2000s and permits that we use right now will no longer be used after the e-Services for Business implementation on November 16th, 2020.

QUESTION: Will the new 21 and 31-day temporary vehicle permits be allowed to be placed in the rear window of the vehicle (as the current permits are)? What about for vehicles that don't have a rear license plate holder?

ANSWER: All vehicles are required to have a rear license plate. So, they should either have a license plate holder or, at minimum, the holes that will allow these permits to be attached.

QUESTION: Our dealership does tons of online sales and, for a lot of buyers, it takes up to two weeks to get paperwork to them and from them with signatures, etc. Are the permits issued based on the date printed?

ANSWER: 21-Day permits start on the Date of Sale, which gives dealers plenty of time to get the paperwork to the Deputy Registrar within the 10 business days allowed.

QUESTION: Will the vehicle purchaser's personal information be printed on their temporary permit?

ANSWER: No. Buyer information will NOT be included on the outside permit. There is a perforation that will be torn off, which is the Temporary Registration Card, and that is kept inside the vehicle.

Out-of-State/Flagged (Held) for Resale

QUESTION: How will e-Services for Business impact out-of-state dealerships selling to Minnesota residents?

ANSWER: Out-of-state dealerships will not have access to e-Services for Business, so that process remains the same as it is today.

QUESTION: Will we be able to flag vehicles removed from state?

ANSWER: Yes, this is a current task under development. It will include the 31-day permit as well as the vehicle removed from state notification. More information will be available in future updates.

QUESTION: If our dealer number is listed as held for resale, and we then sell to another used vehicle dealer with its own dealer number, how do we remove our dealer number and enter their dealer number so we that don't get of all the parking and tow-away infractions?

ANSWER: Dealers should not remove their held for resale flags, this is important information to retain in the vehicle history. The next purchasing dealer should add their held for resale flag when they purchase the vehicle. When the vehicle is sold retail to MN buyer then the, previous held for resale flags will not show as current owner information.

QUESTION: How do we handle vehicles that have an out-of-state title and are not registered in Minnesota that are sold out of state?

ANSWER: If we do not have a Minnesota record, there is no Minnesota record for you to flag. A dealer follows their normal record retention requirements for the vehicle. If you are issuing a 31-day permit, then you would go through the permit process and the permit record is retained in e-Services for Business.

QUESTION: How do we choose the correct dealer number if there are multiple dealer numbers with held for resale?

ANSWER: You choose which dealer number/location that has the vehicle held in their inventory. In relation to the user having access to perform transactions for multiple dealer licenses, there's a panel for each dealer license in which you can select the transactions from within the desired dealer license panel.

QUESTION: Does that revert back to previous owner if the held for resale is reversed?

ANSWER: Dealers should not remove their held for resale flags, this is important information to retain in the vehicle history. The next purchasing dealer should add their held for resale flag when they purchase the vehicle. When the vehicle is sold retail to MN buyer then the, previous held for resale flags will not show as current owner information.

QUESTION: Will we be able to generate reports from e-Services for Business to show all of the vehicles listed as held for resale in the dealership?

ANSWER: No reports currently exist in e-Services for Business. The developers plan to revisit this request after rollout on Nov. 16.

QUESTION: With the permit, when we sell it out of state and need a 31-day permit, will we be entering all of the information in for this too?

ANSWER: It would not be all of the information that is collected on the vehicle title application. It would just be the information needed for that specific vehicle's 31-day permit.

QUESTION: Will law enforcement be able to see information about the current owners of vehicles that are held for resale?

ANSWER: Yes, law enforcement will have access to view held for resale information, notice of sale, and current vehicle ownership information.

QUESTION: Can a held-for-resale flag be removed from a vehicle?

ANSWER: A held for resale flag should NOT be removed from a vehicle, unless the dealership added their held for resale flag in error. The dealer should contact the Dealer Unit for assistance if a held for resale flag was added in error.

QUESTION: Will there be any DVS (Department of Vehicle Services) approval needed for vehicles that are marked as held-for resale?

ANSWER: No. Held-for-resale flags will immediately appear on the vehicle record after they are marked by a dealer in e-Services for Business.

QUESTION: Is there a plan to make vehicles that are trade-ins automatically marked as held-for-resale?

ANSWER: No.

QUESTION: Are we required to keep the held-for-resale printout in our deal jackets?

ANSWER: No.

QUESTION: My company builds LP/NH3 trailers with most sold out-of-state. Will I be able to print 31-day permits without completing the registration form?

ANSWER: Yes. Dealers will be able to create a 31-day permit with minimal information.

QUESTION: Will out of state titles need to be marked as Held for Resale in e-Services for Business?

ANSWER: No, an out of state record cannot be flagged Held for Resale if a Minnesota record does not exist for that vehicle.

QUESTION: If we sell a vehicle out-of-state, will we still enter that transaction into the e-Services for Business system using the Vehicle Title Application and Permit functionality to be able to generate a 31-day temporary permit?

ANSWER: Dealers will create a 31-day permit within e-Services for Business, but it will be a separate transaction with less required information.

Heavy Truck Dealer

QUESTION: Can this system work for heavy truck dealers? Over 26,000 GVW? Trailers? Will they be able to do title transfers? What about out of state transfers?

ANSWER: Every vehicle transfer will be entered in the vehicle title application through e-Services for Business, including vehicles registered through IRP/IFTA (Prorate). Title transfers can be completed in e-Services for Business.

QUESTION: Can e-Services for Business be used for lien perfections?

ANSWER: The deputy registrar still need to enter lien perfections into title applications. Dealers need to complete Vehicle Title Applications and Permits in e-Services for Business but deputy registrars still need to approve the paperwork.

QUESTION: Will we, as a truck dealer, be able to hold plates at our location?

ANSWER: EVTR only allows for vehicle weights up to one ton that are not part of the IRP/IFTA program.

QUESTION: Will truck dealers hold Y and T plates and issue from the store?

ANSWER: EVTR only allows for vehicle weights up to one ton that are not part of IRP/IFTA program.

QUESTION: Will dealers still have access to look up prorate calculations in the e-Services for Business system?

ANSWER: This is still under discussion. We will discuss to determine options for this.

Trades

QUESTION: Is there any way to create a held-for-resale tab if there is a trade?

ANSWER: This is a great suggestion. We will discuss to determine options for this.

Auctions

QUESTION: Would held for resale be the same if the vehicle is sold at auction?

ANSWER: Any vehicle already titled or registered in Minnesota should be marked as held for resale by the dealer holding the vehicle for resale in their inventory. A vehicle already titled to the dealership does not need to be flagged.

Vehicles sold on consignments by auctions do not need to be flagged held for resale by the auction. The dealer selling the vehicle through the auction is required to flag the vehicle.

QUESTION: As an auction dealer, are we going to be able to fill these out or are we going to a local MVD office?

ANSWER: If the auction dealer is selling to a retail buyer, then the title application and permit must be obtained through the e-Services for Business.

QUESTION: Will salvage auctions be utilizing the Vehicle Title Application and Permit functionality in e-Services for Business to transfer titles in to the insurance company's name?

ANSWER: Yes.

QUESTION: Are auctioneer dealers required to enter in their transaction outside of the 10-day timeframe without penalties or license impacts?

ANSWER: There is no business process change in regards to entering a transaction within the 10-day window. Auctioneers are still required to submit the transaction within the 10-day window. The penalty for a late transfer is \$2.00 and possible non-compliance.

Consignments

QUESTION: We are a consignment dealer, so when a dealer buys from us, we flag that record as held by resale to their dealership. Our dealer number is not tied to the record.

ANSWER: The dealer selling on consignment does not add their held for resale/dealer number to the vehicle record. A vehicle sold on consignment for a private party is not required to be flagged held for resale.

QUESTION: If the held for resale can now be removed, would it be proper to enter vehicles on consignment as held for resale?

ANSWER: No, a held for resale flag should NOT be removed unless it was added to the wrong vehicle record in error. The reversal will only be available to internal staff.

A vehicle sold on consignment for a private party is not required to be flagged held for resale by the dealer who is selling the vehicle on consignment.

Conditional Registrations

QUESTION: What if a conditional registration is processed without a title or if you're doing a payoff on a traded vehicle without the title number?

ANSWER: You can select dealer conditional as the previous ownership document during the title application process.

QUESTION: Why would we want to choose conditional when, by the time the car deal gets to the office, the actual title will likely arrive from the auction, etc.?

ANSWER: Minnesota statutes require a dealer to submit a title transfer and fees within ten days from the date of sale to the retail buyer. The dealer conditional option allows dealers to be in compliance with this requirement when the title documents are unavailable.

QUESTION: If we now have to do a conditional instead of waiting for the title, will we still be charged a filing fee to clear it?

ANSWER: The dealer conditional process has not changed. A filing fee is due when clearing a dealer conditional or deficiency.

QUESTION: After a dealer conditional was added for the vehicle, how is the conditional status changed in the e-Services for Business system?

ANSWER: The status of dealer conditionals cannot be changed in e-Services for Business currently. Deputy registrars or DVS can clear the dealer conditional status when documents are submitted.

Leases

QUESTION: How will e-Services for Business work for business customers and leases?

ANSWER: You will be able to indicate if a vehicle is leased or if the owner is a business entity during the vehicle title application and permit process.

QUESTION: Will the new e-Services for Business system and subsequent process changes eliminate the need for a Lessee Designation form?

ANSWER: A Lessee Designation form will still be required for leased vehicles.

QUESTION: Can a Lessee Designation form be generated through e-Services for Business?

ANSWER: Currently, a Lessee Designation form cannot be generated through e-Services for Business. This request has been noted and any changes will be communicated in the future.

QUESTION: How will registration renewal be impacted for leasing customers? Will leasing customers be required to pay for an entire extra year of registration if only one additional month is needed at the end of the lease?

ANSWER: When a customer presents their lease agreement in their final year of registration, the registration tax will be prorated based on the number of months remaining in the customer's lease agreement. There will be a minimum of one month and maximum of 11 months for this lease renewal. An additional \$5 lease extension fee will be charged with transactions of this type.