Minnesota Licensing and Registration System (MNLARS)

Frequently Asked Questions

The following content was received from the Minnesota Department of Public Safety in response to a request on October 12, 2017.

Can I renew my tabs?

- Yes. You can renew online, by mail, or at a Deputy Registrar office.
- If a constituent has questions or issues with their transaction, please have them call DVS Vehicle Services at 651-297-2126 or email dvs.motor.vehicles@state.mn.us
- A good a reminder for customers is to bring all documentation required to successfully complete a transaction to the deputy registrar's office.

Can I get new license plates or specialty plates?

- Yes, plates are being produced and mailed, including specialty plates and disability plates.
- However, at this time, you cannot transfer a specialty plate from one car to another. But you can get a new one.

How long until I get my title?

- Title printing delays may create some challenges for dealerships; however, the lack of a title
 does not prohibit or delay the sale of a vehicle. When a title is unavailable, a dealer proceeds
 with a "dealer conditional" application. This also happens when a buyer can't locate a title to
 a vehicle and then applies for a duplicate title. Dealer conditional applications have been in
 use for years.
- Titles are being printed and mailed within 56 days, and many in less time than that. The Department is processing over 3,000 per day. There have been over 430,000 titles processed through MNLARS since the launch on July 24.
- With MNLARS, the title record in the system is updated in real-time, unlike the old system that wasn't updated for weeks.
- The Department has implemented mandatory overtime to eliminate the title backlog by the
 end of October. This is to process work submitted to the Department to process prior to
 MNLARS. Titles being processed by MNLARS being processed and printed. Any backlog
 related to these titles will also be addressed. Turn around time for all titles continues to
 decrease.

Do I need a lien card to buy and sell a vehicle?

- The term security interest (lien) refers to an agreement between the vehicle owner and the lender (lien holder), using the vehicle as collateral. While the title is mailed to the owner of the vehicle, a lien card is mailed to the lender, confirming that their loan is listed on DVS records.
- Lien cards are typically not required to complete a sale involving a vehicle with a secured interest (loan). The lien card is proof for the bank that a lien exists on the title. A dealer can

- contact the lienholder to verify the status of the loan or a lienholder can provide a letter indicating to the dealer that the loan had been paid off.
- There was a problem printing lien cards, but that has issue has been fixed. All of those cards have been printed and mailed. Lien card production has returned to the normal once-aweek print schedule.
- If any dealer is having an issue with a transaction, please have them contact DVS Dealer Unit at dvs.dealerguestion@state.mn.us

Deputy Registrar Support

Each deputy registrar office is locally owned and operated, and not owned by the state. Each of these offices makes its own business decisions, such as which services to provide and when.

The transition to a new computer system is challenging. The state's new system, MNLARS, is working, but not perfectly, and we're working with deputy registrars to make it better.

There have been several instances where the system was slower than usual, but this has been fixed.

MNLARS has been online and available for local deputy registrars to process transactions 99.93 percent of the time since the launch.

Here are some of the ways we have worked with deputy registrars:

- DVS staff traveled to numerous offices to listen and help with transactions after the launch.
- DVS hosted daily calls for several weeks when MNLARS launched, and now have transitioned to twice daily email updates based on feedback from the Deputy Registrars.
- There is an online "info hub" with resources and information.
- Refresher training is being offered weekly.
- We held eight regional meetings this fall with Deputy Registrars to listen and offer assistance. We have three more regional visits scheduled in the next few weeks.
- We continue to host monthly stakeholder meetings and continue to seek feedback on development and improvements.

The Department communicated with deputy registrars prior to the launch:

- In August 2016, DVS provided requirements for deputy registrars and included a checklist which contained information about staff and system readiness.
- System demonstration sessions were held beginning in 2016 and continued through July of 2017.
- Formal training for deputy registrars began on April 24 and was available for 10 weeks.
 - During those 10 weeks, deputy registrars and their staff were able to use the system (in a training environment) to practice what they learned in training and were encouraged to get as much practice as possible.

If the deputy registrar is having any issues, they can call a direct line to DVS that has been in operation since the launch of the new computer system for this purpose.

Cart and Inventory:

- Improvements to inventory management are part of the Autumn MNLARS release. When available, Deputy Registrars will be able to view all inventory and status of the inventory in their office (Status: assigned, assigned long term, not assignable, reserved, and shipped). They will also have the ability to transfer plates from one office to another.
- If there are discrepancies in close out reports, DVS reaches out to those offices and documents the discrepancies and the action steps taken to close. We do not sweep an office's accounts unless an office has closed for that particular day.
- DVS has also informed Deputy Registrars that the DVS audit team continues to process their emails and phone calls concerning closeout errors and documenting reports.
- Once all of the carts have been closed, they will begin working on adjusting the totals and authorizing refunds of funds taken in error.
- A similar reconciliation process was also in place for the legacy system.
- The Department is current on fund collections for those offices that have closed. The Deputy Registrars are reporting less and less discrepancies.

The following pages include a chart of MNLARS functionalities that are available and currently not available.



October 10, 2017

Deputy Registrar Transactions in MNLARS

Administrative Impound	 Apply for Special Registration Plates/Pay \$50 Impound Fee 	• Yes
	Clear Admin Impound/Pay \$50	Yes (See workaround for
	reinstatement fee	migrated impound
		reinstatement)
	Deficiency/Renewing registration	Yes, see workaround
		document for
		instructions
	Issue plates when order rescinded	• No
Back-in-again	Regular	• Yes
	Transfer with OS Deficiency letter	Yes, use Apply for Title
		No with same owner
Bonds	Application for bonded title	• Yes
	Resolve Bond	• No
	Reissue bond papers	• Yes
Change of Class - At time of	Bus ←→ Passenger	• No
registration renewal	 Van Pool ← → Passenger 	• No
	Commercial PK ← → Non-commercial Pk	• No
(Potential issue with fee	Tax Exempt Trailer ←→Utility Trailer	• No
calculations – in analysis)	Y Class ← → Farm	• No
	 Prorate ←→Y Class 	• No
	Unmarked → Passenger	• Yes
	Fleet → Passenger/Reg. class	• No
	Tax Exempt to Passenger/regular	• Yes
	registration	
	Passenger to Collector	• Yes
	To unmarked vehicle	• No
Conversion - Current	 Bus ←→ Passenger 	• No
Registration on Vehicle	 Van Pool ←→ Passenger 	• No
	Commercial PK←→Non-commercial Pk	• No
(Potential issue with fee	Tax Exempt Trailer ←→Utility Trailer	• No
calculations – in analysis)	Y Class ← → Farm	• No
	 Prorate ←→Y Class 	• No
	Bus Class → Different Bus Class	• Yes
	Passenger to Collector	• Yes
	Into unmarked	• No
CWagner File	Renew Registration	No - mail to DVS

	Clear deficiency	No – mail to DVS
Daily Rentals	4-15 Month Registration	• Yes
Decrease Gross Weight	At time of renewal	• Yes
C	With current Registration	• Yes
Deficiencies (Suspense)	Resolve	• Yes
Deficiences (Suspense)	Resolve financial deficiencies created in	• Yes
	MNLARS	
	Resolve financial deficiencies migrated	• No
	from mainframe	
Duplicate Plates	Special Plates	• Yes
,	• Trucks	
	o Farm Class	• Yes
	o Y Class	• Yes
	 Trailers 	• Yes
	Trailers	
	o Semi Trailer	No (See workaround
		document)
	o Commercial Trailer	• Yes
	o Plicker	• Yes
	 Passenger 	• Yes
	Motorcycle	• Yes
	Other Misc. Class	• Yes
Farm Registration	Issue Farm Registration	• Yes
	Issue Quarterly Farm Reg.	• Yes
	Issue Quarterly Farm Reg. and Transfer MN	• Yes (2 step process – see
	title	Workaround document)
High/Low (low/high)	Combine high/low in quarter	• No
Registration	High/Low regular combination	• No
(No provision in statute to		
allow)		
Increase Gross Weight	At time of renewal	• Yes
	With current Registration	• Yes
Issue Plate	Special Plates	• Yes
	• Farm Class	• Yes
	• Y Class	• Yes
	Recreational	• Yes
	• Trailers	
	o Plicker	• Yes
	Semi-trailer	Yes (see workaround)
	o Commercial	• Yes
	Recreational	• Yes
	Motorcycle	• Yes
	Other Misc. Class	• Yes
Leased Vehicle	Transfer with registration	• Yes

	- Transfer no registration renowal	a Voc
	Transfer, no registration renewal	• Yes
	Add lessee	• Yes
	Remove lessee	• Yes
New to Fleet – MCO	Apply for Title/Registration	• Yes
	Apply for Title Only	• Yes
	 Add registration to Title Only 	• No
	record	
	Apply for Title/Special plate	• Yes
	Leased vehicle	Yes, see workaround
		document for proper
		entry
New to Fleet – Out of State	Apply for Title/Registration	Yes
Title	Apply for Title Only	• Yes
	 Add registration to Title Only 	• No
	record	
	Apply for Title/Special plate	• Yes
	Leased vehicle	Yes, see workaround
		document for proper
		entry
NSF – Deputy Registrar	Add	• No
. , ,	Clear existing	• No
Organ/Tissue Donation	Collect \$2 fee	No (see Workaround
		document)
Prorate	Functionality doesn't exist yet	Mail to DVS
Recreate Purged Record	Recreate	No – must go through
	neoreate	DVS
Salvage	Collect \$35 Inspection Fee	Yes
Salvage	Transfer Salvage Title	• Yes
	Resolve Salvage Deficiency	• Yes
		No – mail to DVS
Special Plates	·	
Special Plates	Transfer Title/No Registration change	• Yes
	Transfer Title/Renew Registration	• Yes – if customer
		qualifies for special plate
	Replace plate with regular plate	• Yes
	Transfer special plate to another vehicle	• No
	Apply for special plate	• Yes
Transfer – MN Title Vehicles	Without registration renewal	• Yes
(Create Transfer App)	With registration renewal	• Yes
	Add registration to title only	Yes – with Create
		Transfer