Renew Registration Module

Deputy Registrar Super User Guide
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Module Overview

**Goal:** Help office staff process registration renewal transactions using MNLARS.

**Learning Outcomes**

After completing this module, each person will be able to:
- Process registration renewal transactions using MNLARS.
- Use MNLARS to print renewal notices.
- Use MNLARS to print cab cards.
- Determine which documents, if any, need to be barcoded and sent to DVS for registration renewals.

**Training Material Needed**

- Renew Registration Video
- Renew Registration Process Checklist
- Renew Registration Data Verification and Entry Job Aid
- Document Preparation Job Aid
- Activity: Quiz

**Super User Preparation**

- Determine your approach for this training module.
- Review this guide to understand how to facilitate this training.
- Review the training content:
  - Renew Registration Video
  - Renew Registration Process Checklist
  - Renew Registration Data Verification and Entry Job Aid
  - Notes from your Train-the-Trainer Session
- Complete the activities you are asking the team to complete.
- Prepare your pre-module communication as emails and/or handouts for staff.
  - Determine when you want this training module completed
  - Determine when and how you will follow up with the team
  - Determine best way to communicate expectations for this module with team
- Ensure all pre-training communication has been sent.
## Training At a Glance

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Pre Training Communication</td>
<td><strong>SUPER USER</strong> Share information about the training module and how the training will occur. Include the training expectations, logistics, and a brief overview of the content.</td>
</tr>
</tbody>
</table>
| 25     | Module Content            | **STAFF MEMBERS** Each person will complete the following tasks:  

1. View the Registration Renewal Video (11 minutes) located in the [Learning Center](#).  
2. Review the documents for this module located in the [Learning Center](#).  
3. Complete the quiz in the [Learning Center](#).  
4. Email or talk to Super User about any questions about the module.  
5. Prepare to discuss the module during follow up discussion.  
6. Prepare to discuss the following objectives:  
   a. Process registration renewal transactions using MNLARS.  
   b. Use MNLARS to print renewal notices.  
   c. Use MNLARS to print cab cards.  
   d. Determine which documents, if any, need to be barcoded and sent to DVS for registration renewals. |
| 20     | Practice                  | **STAFF MEMBERS** Practice renew registration transactions using documents you take in each day.                                           |
| 15     | Follow Up Discussion      | **SUPER USER** Facilitates a discussion on the following items to ensure understanding of the content:  

- Review the team’s responses to the objectives.  
- Address questions.  
- Share ways to best serve customers using MNLARS.  
- Be sure to end on a positive note. |
Pre-Training Communication

The following is an example of the type of information to communicate to your team either via email or in person.

Hi Team!

Renewing registrations in MNLARS is straightforward and efficient. The Renew Registration module details how we process renewals in MNLARS including how to issue stickers, print renewal notices and cab cards, replace plates, and change a mailing address or add a temporary mailing address.

You have <insert a number> days to complete this module. We will get together to discuss the training on DAY, MONTH DATE at TIME.

Feel free to talk to each other as you complete the training and see me if you have questions. I am your support person, but we will learn together as a team!

Here are the steps you need to take to complete this module:

1. Go to the Learning Center and click on the Renew Registration link.
   (https://learningcenter.dps.mn.gov/mnlars/DeputyRegistrar/MNLARSCertification_Login.html)

2. View the Renew Registration video which is about 11 minutes long. Be sure you can answer all of the questions presented in the video.
3. Be prepared to discuss the following questions:
   - How do you print renewal notices in MNLARS?
   - Can you order a plate during registration renewal in MNLARS?
   - What field on the Registration panel determines the wheelage tax?
   - How do you specify a temporary mailing address during registration renewal?
   - How do you print cab cards from MNLARS?
   - What documents do you need to barcode and send to DVS for registration renewal?

4. Email or see me with any questions you have about registration renewals so I have time to prepare answers. This is new to me too. 😊

5. View the documents for this module and use them to complete the quiz.

Thanks,

Your Name
Renew Registration Content

Why is This Important to My Team?
This section presents content which will help the team process registration renewal transactions in MNLARS.

How Should I Share the Module Content with My Team?
As a Super User, your role is to ensure all staff complete and understand the content in this module. To prepare, you should watch the video, review the content that follows, review your notes from Super User training, and practice performing registration renewal transactions in MNLARS using customer information.

What Must Each Member of My Team Do for this Training Module?
To help your staff understand the content, have them complete the following tasks:

1. View the Renew Registration Video (11 minutes) located in the Learning Center
   OR
   Watch you demonstrate the registration renewal process using the key points
   OR
   Watch the video AND watch you demonstrate using the key points
2. Review the documents for this module in the Learning Center.
3. Complete the module quiz in the Learning Center.
4. Email or ask your Super User any questions from the module.
5. Be prepared to discuss the module during the follow up discussion. Prepare responses to the questions:
   a. How do you print renewal notices in MNLARS?
   b. Can you order a plate during registration renewal in MNLARS?
   c. What field on the Registration panel determines the wheelage tax?
   d. How do you specify a temporary mailing address during registration renewal?
   e. How do you print cab cards from MNLARS?
   f. What documents do you need to barcode and send to DVS for registration renewal?
Preparing for Demonstration

If you are demonstrating the Renew Registration process for your office staff, you will need to:

- Practice, practice, practice! Complete several registration renewal transactions so you are comfortable using MNLARS and talking about the key points for each part of a transaction.
- Use a computer where office staff will be able to gather around the screen and read the values you enter and select in MNLARS.
- Gather documents or copies of documents used for actual registration renewal transactions that were processed in your office on the day you are training, or the day before. Pick some straightforward transactions (e.g., passenger vehicles).
- Have stickers and plates available.
- Have a barcode reader available if possible.
- Walk through the content in the Content Summary.

Content Summary

Overview of Renew Registration in MNLARS

1. Review customer documents
2. Verify and enter data into MNLARS
3. Prepare documents for DVS
4. Finalize transaction

**DEMONSTRATION:** Review the documents used for a registration renewal transaction processed in your office today or yesterday. Discuss the following key points:

Step 1: Review Documents

Ensure customer has insurance information including insurance company name, policy number and expiration date. Make sure the policy is current.

Customer must have either driver’s license or the pre-printed registration renewal notice.

**DEMONSTRATION:** Log in to the MNLARS Adoption environment.
(https://try-mnlars.dps.mn.gov/presentation/#)
Step 2: Verify and Enter Data

Search Panel

Search for Title

<table>
<thead>
<tr>
<th>VIN</th>
<th>Plate</th>
<th>Driver License ID</th>
<th>Title Number</th>
<th>Owner’s Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAB002</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Search for the vehicle record using one of the five search criteria.

- Validate the record. Be sure you have the correct VIN and customer.
- Select **Renew Registration** from the Actions menu.

Current Registration Panel

- If needed, you can print one or two notices.
### Registration Renewal Panel

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renewal Type</td>
<td>- <strong>Full Year</strong></td>
</tr>
<tr>
<td>Plate</td>
<td>- <strong>RA0002</strong></td>
</tr>
<tr>
<td>Exp Year</td>
<td>- <strong>2018</strong></td>
</tr>
<tr>
<td>Exp Month</td>
<td>- <strong>Feb (02)</strong></td>
</tr>
<tr>
<td>Reg Period</td>
<td>- <strong>12 months</strong></td>
</tr>
<tr>
<td>New Sticker [release]</td>
<td>- <strong>V2000016</strong></td>
</tr>
<tr>
<td>Number of Plates</td>
<td>- <strong>1</strong></td>
</tr>
<tr>
<td>Starting Year</td>
<td>- <strong>2017</strong></td>
</tr>
<tr>
<td>Starting Month</td>
<td>- <strong>Mar (0)</strong></td>
</tr>
<tr>
<td>7 Year Replacement</td>
<td>- <strong>2024</strong></td>
</tr>
<tr>
<td>County Vehicle Kept In</td>
<td>- <strong>DAKOTA</strong></td>
</tr>
<tr>
<td>Calculate Fees</td>
<td>- <strong>Display fees and taxes associated with registration renewal.</strong></td>
</tr>
<tr>
<td>Update Fees</td>
<td>- <strong>Recalculates fees and updates display of fees and taxes, used if you make changes in the Registration Renewal panel and need to display the updated charges.</strong></td>
</tr>
</tbody>
</table>

- **New Sticker** - type the sticker number or use the barcode scanner.
  - System reserves stickers so that no one else in your office can use them.
- **Exp Year** and **Month** - identify the sticker expiration date.
- **Reg Period** - identifies the length of the current registration.
- **Starting Year** and **Starting Month** - used to change the registration start dates.
- **Release** – click to return stickers to inventory so they stickers can be used by someone else.
- **Replace Plate** – used to replace a plate, and enter a new plate from your inventory.
- **Order Plate** – used when you need to order a special plate that you do not carry in inventory. Special Plates will be covered in a future module.
- **7 Year Replacement** – displays the year when 7 year plates expire.
- **County Vehicle Kept In** – determines wheelage tax.
- **Calculate Fees** – displays fees and taxes associated with registration renewal.
- **Update Fees** – recalculates fees and updates display of fees and taxes, used if you make changes in the Registration Renewal panel and need to display the updated charges.
Missing Renewals

The Registration panel will indicate that the registration is expired.

- Click the **Add registration renewal** link.

- To bring registration up to date, enter the **new sticker** number and click the **Calculate Fees** button in the Calculations Box. The missing renewal(s) and associated fees will display.
• If the customer attests to not using the vehicle for one or more registration periods, click the **Signed Statement** checkbox(es).
  
  o The fees in the Calculations Box will change automatically. **Do not** click Update Fees.
  
  o Write the customer’s statement of non-use on a piece of paper. Have the customer sign.
  
  o **Do not** change the starting year for the registration.

**Address Change Panel**

• The registration address can be revised, including adding a separate mailing address if needed.
• The mailing address can be made temporary for customers who spend part of the year at another address.
Insurance Panel

- Update the customer’s insurance information if needed.

**Step 3: Prepare Documents**
- Place any required documents (e.g., special plates applications) in order.
  - See the Document Preparation job aid for more information.

Attachments Panel

- Enter or type each barcode number into MNLARS and click Add.

**Step 4: Finalize Transaction**

- **Add to Cart and Check Out** - takes you directly to the cart, skipping the renewal summary and the option to print cab cards. This is a quicker way to check out if you have no need to verify any information or make any changes.
- **Add to Cart** – takes you to the Registration Summary.
Verify data has been entered correctly.

Communicate the total charges and confirm the customer has sufficient funds for payment.

- **View Cart** – takes you directly to the cart.
- **Print** – use this button to print a cab card.
- **New Item of Same Type** – use this button to create another Renew Registration transaction.
- **New Item of Different Type** – use this button to create another type of transaction.
- **Edit this Item** – takes you back to the record, allowing you to make changes.
- **Check Out Now** – takes you to the Checkout page.
DEMONSTRATION: Select the transaction. Click **Print Summary of Selected Items** to print a transaction receipt. View then print the receipt and pass it around to all participants so they can see what the receipt looks like.

Check Out

![PAYMENT](image)

- **Payment Type** - customer can pay by check, credit card, cash, or a combination of these.
  - Enter the payment amount in the appropriate field.
  - Do not use a dollar sign or commas.
  - You can enter whole dollar amounts without typing the decimal (e.g., enter $2,500.00 as 2500).
- Click **Apply Payment**. MNLARS does not allow over or underpayment.
- Click **Print Receipt** button. This receipt provides the total amount paid as well as the payment type.
- Give customer plates, stickers, and receipt.

DEMONSTRATION: Click **Print Receipt** button. View then print the receipt and pass it around to all participants so they can see what the receipt looks like.

![ITEMS](image)

When the transaction is finished, click **Done**.
Summary
Recap the registration renewal process with this quick summary.

1. Review documents for required information
2. Verify and enter data
3. Prepare documents
4. Finalize transaction

Renew Registration Video Knowledge Check Answers

Question 1: What information or documents does the customer need in order to renew registration in person?
Answer: The customer must present the pre-printed renewal notice or a driver license and must have current insurance information.

Question 2: What is the importance of the cab card?
Answer: By law, you must carry proof in the vehicle that you have paid for current registration.

Question 3: Why should you review the charges with the customer?
Answer: It’s good customer service to let customers know what they’re paying for. It also gives you an opportunity to answer any questions the customer has about specific charges.

Question 4: What are some of the differences between clicking the Add to Cart button versus clicking the Add to Cart and Check Out button?
Answer: If you click the Add to Cart button, you see a registration summary screen, and can make changes, if necessary, such as the wheelage tax county. You can also print cab cards. The Add to Cart and Check Out button takes you directly to the Check Out page, skipping the renewal summary and skipping the option to print cab cards. It is a quicker way to check out if you are sure you don’t need to verify any information or make any changes.

Question 5: What information is required to renew a registration?
Answer: You must have the insurance company name, policy number, and expiration date in order to renew registration.
Practice

Allow office staff to practice registration renewal transactions in the Adoption environment using materials from today’s or yesterday’s transactions at the office. Encourage them to use the Renew Registration Process Checklist, and the Renew Registration Data Verification and Entry, and Document Preparation job aids.

Encourage them to practice as many transactions as possible until they feel confident.

Practice Logistics

☑ Have office staffers log in to Adoption environment (https://try-mnlars.dps.mn.gov/presentation/#)
☑ Each office staffer should use an actual registration renewal transaction that was processed in your office earlier the day of training or the day before and practice with that transaction in MNLARS.
☑ If you have multiple trainees and only one computer for training, have them take turns entering transactions.
☑ Strive to have one computer for each office staff member, if possible.

How You Can Support Your Team

Be available to support office staff by monitoring their MNLARS work and answering questions. Use the supporting documents to help you answer questions and encourage your team to use them too.

Materials Needed

☑ Renew Registration documents from transactions conducted today or yesterday in your office
☑ Renew Registration Process Checklist
☑ Renew Registration Data Verification and Entry Job Aid
☑ Stickers and Plates (which have been loaded in inventory in the Adoption environment)
☑ Barcode reader
Follow Up Discussion

Conducting a follow-up session allows the office to work together through change. As the Super User, you are the catalyst for change. Keep the interaction positive, yet acknowledge fears by providing reassuring statements. The purpose of the discussion is to:

1. Prepare your team for the release of MNLARS.
2. Ensure the staff understands the content.
3. Build comfort and confidence in the new system and processes.

How Should I Connect With My Team during This Training Module?

You can hold a follow up discussion with individual team members, in small groups, or as an office. Allow plenty of time for questions. Just as DVS supports you, as a Super User, you support your office. You may want to acknowledge completion of each training module by meeting as a group – even for a few minutes to celebrate the team’s success.

What to Do as a Super User

Here is a suggested agenda for meeting with individuals or groups.

1. **Start with an opener:** Choose something that will help the team focus on the discussion and start talking - a starter question or a puzzle is an effective way to engage the team.
   - **Question:** What feature in the MNLARS renew registration process do you like best? What feature raised some concerns?
   - **Puzzle:** What does this puzzle mean? How does it relate to renew registration transactions?
• **Answer:** Send an Application for Special Plates to DVS but not copies of the renewal notice or driver license.
  - For Renew Registration, MNLARS allows DR offices to cut down on the amount of documents sent to DVS.

2. **Review the Questions**

Discuss the questions below. If you have a small group, you could have them discuss their answers with a partner and then as a whole group. Or you could just have volunteers share. Fill in any gaps or key points, as needed.

- How do you print renewal notices in MNLARS?
- Can you order a plate during registration renewal in MNLARS?
- What field on the Registration panel determines the wheelage tax?
- How do you display the fees and taxes associated with the registration renewal?
- How do you specify a temporary mailing address during registration renewal?
- How do you print cab cards from MNLARS?
- Can you edit the Renew Registration transaction after clicking Add to Cart?
- What documents do you need to barcode and send to DVS for registration renewal?

3. **Question & Answer:** Address the questions that were sent to you via email and additional questions that are asked.

4. **Customer Service Tips:** Have group share ideas to best serve customers when using MNLARS. Keep track of the ideas shared to use when MNLARS is live.

**Important Tip**

If you are unsure of an answer and cannot find it in the content summary, it is okay to tell your team you will find the answer for them.

**Suggested Responses:**

- *Who’d like to be my scribe? Could you write down the question so I remember to ask about this?*
- *That’s a great question! Let me check on the answer and get back to everyone.*
- *I’m glad you asked that question. There is a lot of information for us to learn. I want to make sure that I give you the correct information. I will ask at my check in this week.*
- *Does anyone here think they know?*
Administrative Follow up

Do I Need to Report to DVS for this Training Module?
If each staff member logs in to the Learning Center and watches the Renew Registration video for this module, there will be no need to report anything to DVS.

For each staff member who does not log in to the learning center and watch the video, use your enrollment spreadsheet to mark the date each staff member attended your Renew Registration demo and mail that spreadsheet to mnlars.training@state.mn.us.

Whether the staff member watched the video online or attended your demo, all staff members will need to log in to the Learning Center and pass the online quiz.

Watch for emails from DVS on which staff members have not completed the training so you can encourage the training module completion.
Questions to Ask DVS

Use this space to record unresolved questions or issues to ask DVS at the weekly Super User webinar meetings.