

Subject: Vehicle Central Programs (VCP) Motor Vehicle Newsletter for December



MOTOR VEHICLE NEWSLETTER Iowa DOT Central Programs Bureau December 2024

Happy Holidays from MVD!

We are thankful for our partners at county treasurer offices across the state. As we reflect on 2024 and make resolutions for 2025, we are all amazed by how much we have accomplished together. Our mutual support and strength in relationships will continue to serve us well with new challenges in the new year. Merry holidays to everyone and a happy new year!

Iowa DOT offices closed for Christmas and New Year's holidays

All Iowa Department of Transportation locations will be closed on Wednesday, Dec. 25, 2024, and Thursday, Dec. 26, for the holiday. Offices will also be closed on Wednesday, Jan. 1, 2025, for the New Year's holiday. Many people, including commercial driver's license holders, may be able to complete driver's license business online at www.iowadot.gov.

When a customer doesn't receive their registration renewal notice

In an effort to reduce unnecessary calls to Vehicle Services, please be advised that the DOT does not send out registration renewal notices. Mail Services, a third-party vendor, is contracted by the counties to send the renewal notices directly to registered vehicle owners.

There are multiple different reasons why a customer may not get their notices.

A few possible reasons:

- wrong or old address
- USPS mail issues
- If a customer didn't renew last year, they won't get a renewal notice the following years (until it's been brought current)

In most instances, counties can independently figure out why the customer didn't receive their notice, starting with the reasons listed above. If a county has a question or is needing assistance in researching why a customer didn't receive their renewal notice, please first reach out to the County Registration Renewal Committee. If further assistance is needed still, contact Vehicle Central Programs (VCP). Please do not refer customers to the DOT, as we are not able to help them with issues that are handled by Mail Services.

For more on this topic, please reference section 20 of the county manual and the October 2023 Virtual Learning Session on Vehicle Registration Renewals. Link [County Virtual Learning Session: Vehicle Registration Renewals](#)

Any County Transactions & Fee Increases

Please remember that current vehicle operations, including initial title and registration in contiguous county, apply through the end of the year. You will see programming for any county transaction and fee increase legislation in effect in ARTS on January 1, likely after the holiday at your office (Jan 2).

Available Resources:

- [Informational Memo 24-11](#): Any County Transactions
- [Informational Memo 24-12](#): Transaction Fee Increases
- [Webinar: Any County Transactions & Fee Increases](#)
- [Optional media/web posting for counties to use](#)
- [DRAFTs of updated forms](#) - New forms published to Seamless at end of day Dec 31
- County manual updated by Jan 2

For questions on the above items, please contact county.vehicle@iowadot.us.

Note from Accounting

MVD month end due date for January is the 9th.

For accounting questions, please contact mvdacct@iowadot.us.

Thank you!