

## Vehicle Central Programs

Contiguous County follow-up questions & answers

Supplement to information session, February 23, 2022



Question	Answer
1. Can we request registration refund for any county?	Yes, this is current protocol. See page 11.1 of County Manual - "A refund may be applied for at the county treasurer's office in any county, except for leased vehicles, vehicles moved out of state or official errors." We have corrected slide 15 of the February 23 presentation.
2. Are registrations done in the county of residence on all vehicles?	Registration renewals are always done at the managing county.
3. Are all ERT-submitted applications going to be done in the county of residence?	No. Iowa Code 321.20 does not exempt ERT applications from contiguous county.
4. On the new application of title form, can customer contact information (email & phone) be added as optional fields? This would help with any issues to applications.	No current plans to revise the title application. However, dealers and/or individuals can add this info to page 3 under the comments section (if they choose).
5. Does the management report for titles issued include replacement titles?	We do not have enough data in UAT to determine if the new Titles by Issuing County or Titles by Managing County include this data. We will review and update in the first week in March.
6. When you have mostly out of county-not contiguous for mobile homes, will DE867 fire for those?	If not a CC and the DE867 fires you can submit your request with notes stating this DE is for a mobile home. We will review and approve if appropriate.
7. What about salvage dealers and applications?	Salvage titles and dealer titles are title only transactions (not title and reg) therefore CC doesn't apply. These must be completed in the county of residence/managing county.

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8. How can we allow a dealer check made out to us to leave our office not endorsed by our office to another? (Any bank will not take a check not endorsed over properly.) Doesn't that open us up for fraud?	Use the same protocol you currently use when you send title work back to a dealer. Do not endorse the check; just return everything to the dealer and do not forward to another county.
9. What about small regular trailers? Can the transaction be done in a Contiguous County even though a title will not be issued?	If this transaction happens in a CC, DE27 will fire. However, legally this should not be subject to CC because it is registration only. We ask counties to watch for and deny this transaction, but if one is inadvertently approved it does not need to be corrected. We will review this issue in ARTS to see if it can be corrected.
10. A non-transferrable must be done in the county of residency. What if they come in and want a title with a non-transferrable done in another county?	CC applies because the customer is completing an initial title and registration application.
11. Can we do a replacement title for a Contiguous County?	Replacement title has to be issued from the county that initially issued the title.
12. On the informational memo, number 4 it talks about issuing county must issue replacement registrations during first period of registration. Is there an easy way for us to determine if this is first period or are, we going to have to run a vehicle report to determine?  Will Security Interest Title Notations need to be processed in the Issuing County? Will those titles be included in the new management reports?	There are multiple paths to verify which period of registration the customer is in (initial or subsequent). One view path is: Reports > Vehicle Reports > Vehicle Transaction History  Per IA code, SI notations need to be completed by issuing county  When new titles are issued under CC, they should show on the reports
13. Replacement Title...is the issuing county the only county able to issue a replacement or can a managing county issue a replacement?	Only issuing county can issue replacement title
14. The new application will be available 2/24/22?	Yes, launched and updated on 2/24/22. The old application will not be available.

Question	Answer
15. Is the form number for the new application #411007?	Yes, form number stays the same (only updating the form/application)
16. Is there a check box on the application for a cc customer that needs to be checked? If so when printed through ARTS will this automatically be checked or do we need to physically check?	Yes, the check box on the paper application needs to be checked. The Print App feature in ARTS will not check the box; the customer will need to do this when signing the application.
17. When it comes to ERT's, don't they automatically go to the managing county? When we have had transfers for customers sent to us that have moved to a different county and we update their address, the transfer goes straight to the managing county and out of our ERT queue?	<p>1<sup>st</sup> question – In the new programming, the dealer specifies which county should receive the application.</p> <p>2<sup>nd</sup> question – Since the dealer specifies the issuing county, then it will go straight to that county who can then change the address. If the customer address as listed on the title application would NOT qualify to be transacted in that county, the county should deny the deal and add a comment to the dealer that the deal must be submitted to a different county that is either the county of residence or contiguous county for the customer.</p>
18. Is the effective date January 1st or February 24th? In order to process the title work from another county should we accept titles dated after 1/1/22 or 2/24/22?	CC is only eligible for applications submitted on or after February 24, regardless of the purchase date or the date the application was signed.