

Motor Vehicle Stops Vehicle Services


Overview:

A stop is when an Exception Case is applied to a vehicle or a customer record that can affect issuance of a title, registration, driver's license, ID, or licensing credential.

A red stop sign will appear by a customer/organization name or by the VIN to alert issuance when attempting to process a transaction.

Stop Examples:

Stop on a Customer:

VIN  [JF1SG63646H710526](#)

Vehicle 2006 Subaru Forester 2.5X **Veh Type** Multi-purpose **Location** OVMCS - Primary

Reg 3/1/2021 - 2/28/2022 **Usage/Tons** Regular **Set** <New Set>

Application Fee Detail Mailing Documents

Received Date: 2/7/2022 Renewal Customer: Reason: Updated ADS Capable: Tracking #: Subject To Reg: 2/7/2022 Request Refund


Registration

Exp Date	Reg Interval	Renewal Pref	Weight	List Price	Color	Color 2	Sq Footage	ADS Restriction
Feb 2023	Annual	Postcard	3,300	\$22,600.00	Maroon			

Start / End	Us...	Tonnage	Plate Type	Veh Type	Fee Description	Annual Fee	Fee Amount
2/1/2022 / 2/28/2022	Regular	0	County Std	Multi-purpose	Owner Reg Fee, 1 Mon	\$50.00	\$4.00
3/1/2022 / 2/28/2023	Regular	0	County Std	Multi-purpose	Owner Reg Fee, 12 ...	\$50.00	\$50.00


Replace Plate Fee Impound Fee

Customer

...	Customer ID	ID Type	Legal Name	Print Name	Residency Address	Date
	602AH1840 (IA)	Drivers License		-	Ankeny IA 500237876	10/21

Stop on a VIN:

Update Registration

VIN  [5N1AL0MM7EC532534](#)

Vehicle 2014 Infiniti Qx60 **Veh Type** Multi-purpose **Location** OVMCS - Primary

Reg 8/1/2021 - 7/31/2022 **Usage/Tons** Regular **Set** <New Set>

Application Fee Detail Mailing Documents

Received Date: 2/7/2022 Renewal Customer: .. Reason: Updated ADS Capable: Tracking #: Subject To Reg: 2/7/2022 Request Refund

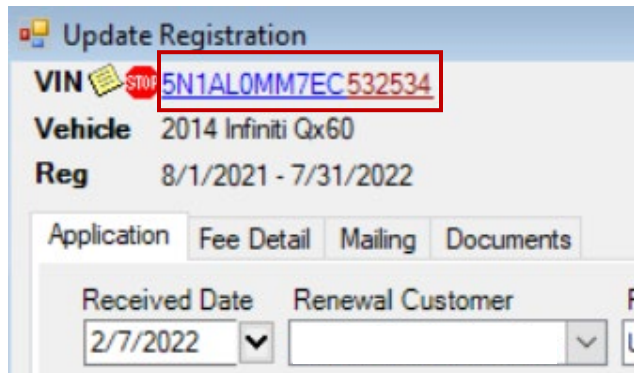
Registration

Exp Date	Reg Interval	Renewal Pref	Weight	List Price	Color	Color 2	Sq Footage	ADS Restriction	Damage
Jul 2022	Annual	Postcard	4,500	\$43,000.00	Black				


Start / End	Us...	Tonnage	Plate Type	Veh Type	Fee Description	Annual Fee	Fee Amount
2/1/2022 / 7/31/2022	Regular	0	Fallen Peace Officer	Multi-purpose	Owner Reg Fee, 6 Mon	\$341.00	\$171.00

Steps:

1. Select the name or VIN that is underlined next to the stop sign.



Update Registration

VIN  5N1AL0MM7EC532534

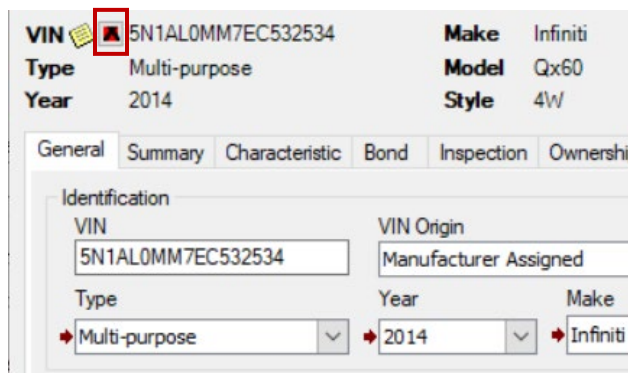
Vehicle 2014 Infiniti Qx60


Reg 8/1/2021 - 7/31/2022

Application Fee Detail Mailing Documents

Received Date 2/7/2022 Renewal Customer

2. Select the X (red box with the X inside).



VIN  5N1AL0MM7EC532534 **Make** Infiniti

Type Multi-purpose **Model** Qx60

Year 2014 **Style** 4W

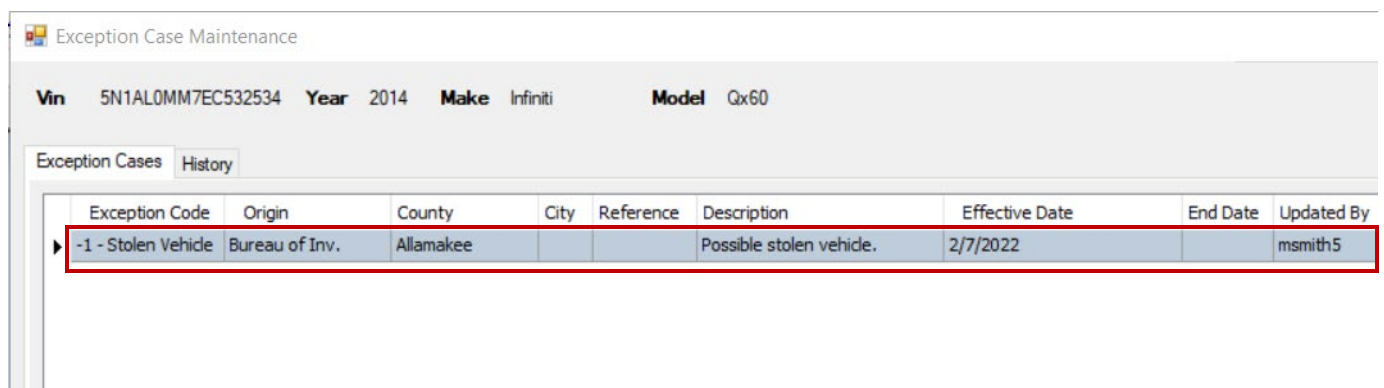
General Summary Characteristic Bond Inspection Ownershi

Identification

VIN 5N1AL0MM7EC532534 VIN Origin Manufacturer Assigned

Type Multi-purpose Year 2014 Make Infiniti

3. The Exception Case Maintenance window will appear. This will explain why the stop was put in place.
 - a. This explains that the Bureau of Investigation put the stop on this vehicle per the description “possible stolen vehicle”.



Exception Case Maintenance

Vin 5N1AL0MM7EC532534 **Year** 2014 **Make** Infiniti **Model** Qx60

Exception Cases History

Exception Code	Origin	County	City	Reference	Description	Effective Date	End Date	Updated By
-1 - Stolen Vehicle	Bureau of Inv.	Allamakee			Possible stolen vehicle.	2/7/2022		msmith5

- b. If there are multiple stops, select the + symbol to open stops for more detail.

Exception Code	County	City	Reference	Owed	Fee ...	Description	Effective ...	End Date	Updated By
+ Origin: ICIS (Sum = \$2,466.15)									
▶ - Origin: ODS (Sum = \$0.00)									

Exception Code	County	City	Reference	Owed	Fee ...	Description	Effective ...	End Date	Updated By
- Origin: ICIS (Sum = \$2,466.15)									
Clerk of Courts	Polk		05771 OW...	2466...		PERKINS JR,...	6/29/2021		UTIL\SqAdmin
- Origin: ODS (Sum = \$0.00)									
-53 - Check SR 22						ON FILE	2/15/2021	2/14/2023	mmckenn

FAQs

1. When a stop is discovered, how should it be handled from start to finish?
 - a. This depends on which stop is in place. Section 17 of the County Manual goes over the most common and important stops.
2. How are stops added in ARTS?
 - a. Tools > Exception Case Management > Add Customer Information or VIN
 - b. Select *Add Row* and add as much detail as possible (add Exception Code, Origin, County & Description)
 - c. Select *Save*
3. If your county created the stop, can you end date it?
 - a. If your county put the stop on a person or vehicle and has determined the stop no longer exists then yes, end date it.

Examples of why counties use stops/exception cases:

1. Received returned mail; in the description box “mail returned via USPS, need to verify we have correct mailing address on file, returned mail in folder”
2. To make sure a personalized plate gets used on a newly purchased vehicle. This is a VIN stop. In the description box include: “personalized plate rcvd & in inventory, please apply to vehicle when title work rcvd”

Stops Best Practices:

County Manual advises of how to specifically handle each scenario (NSF, DOR, Clerk of Court, DL, Child Support, Civil Penalty or Parking Tickets).

- When stops are placed by your county, use your discretion.
- It is important to be as detailed as possible when creating a stop/exception case.
- **STOPS CANNOT BE REMOVED BY OTHER COUNTIES, DEPARTMENTS, OR ENTITIES.**
- Stops created by a county can only be removed by that county.

How to handle a parking ticket stop.

The county treasurer shall handle parking ticket stops however their agreement with said entity entails.

We've recently added Parking Ticket Stops to the County Manual.

Per Iowa Code 321.40 (8): The county treasurer shall refuse to renew the registration of a vehicle registered to an applicant if the county treasurer knows that the applicant has one or more uncontested, delinquent parking tickets issued pursuant to section 321.236, subsection 1, paragraph "b", owing to the county or city **with which the county has an authorized agreement (under section 331.553).**

However, a county treasurer may renew the registration if the treasurer determines that an error was made by the county or city in identifying the vehicle involved in the parking violation or if the citation has been dismissed as against the owner of the vehicle pursuant to section 321.484. This subsection does not apply to the transfer of a registration or the issuance of a new registration. Notwithstanding section 28E.10, a county treasurer may utilize the departments' vehicle registration and titling system to facilitate the purpose of this subsection.