Motor Vehicle Stops
Vehicle Services

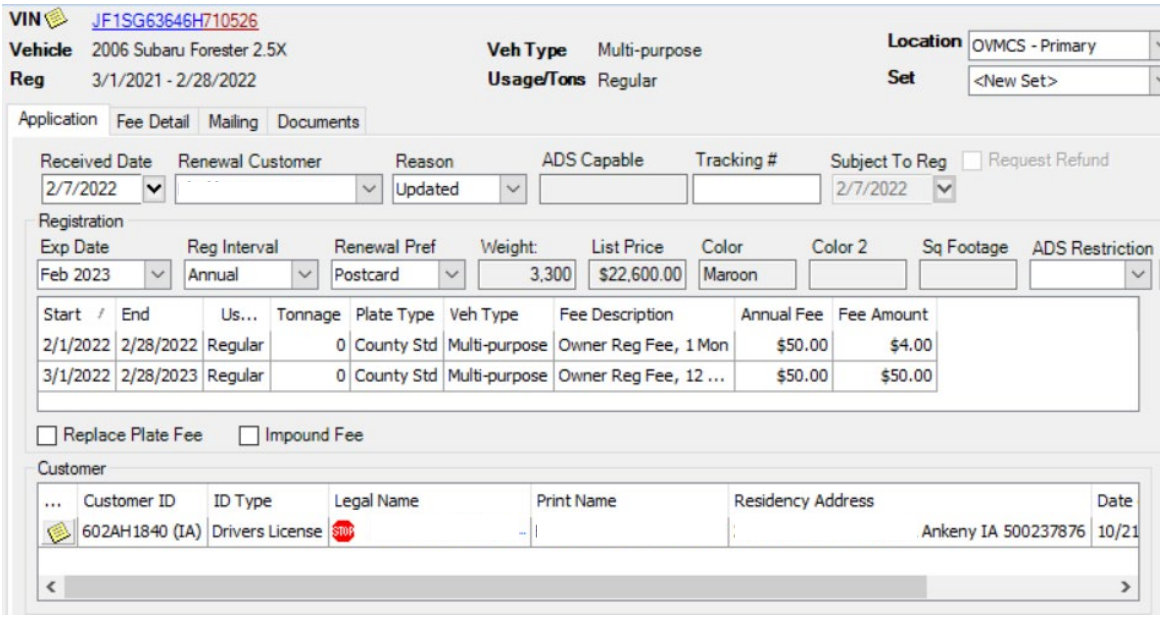
Overview:

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.

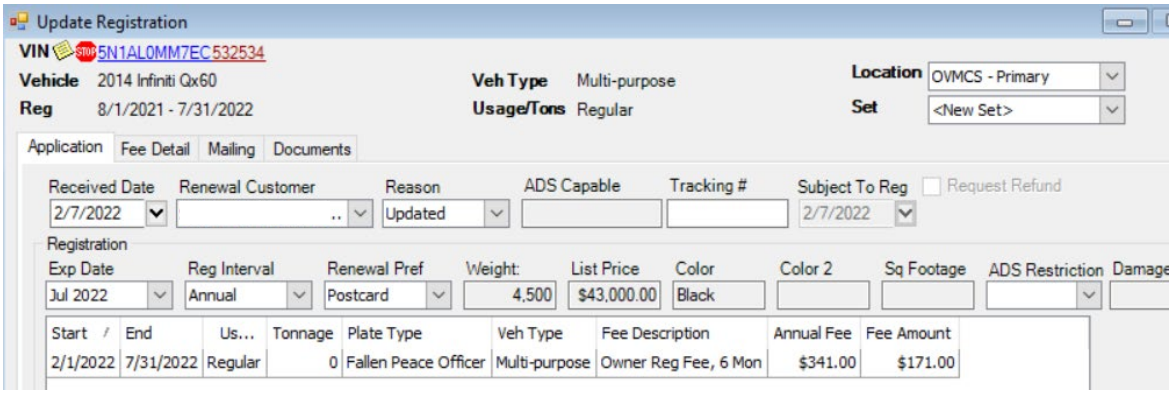
A red stop sign will appear by a customer/organization name or by the VIN to alert issuance when attempting to process a transaction.

Stop Examples:

Stop on a Customer:

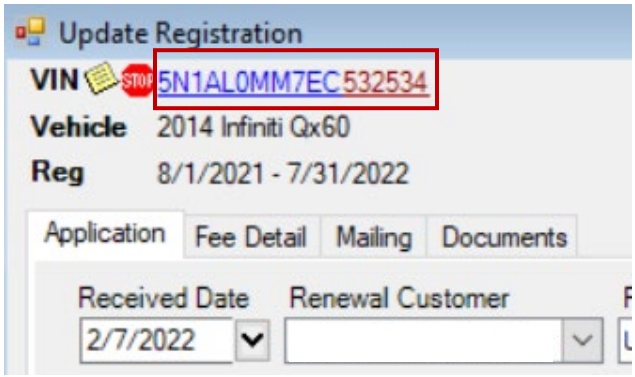


Stop on a VIN:

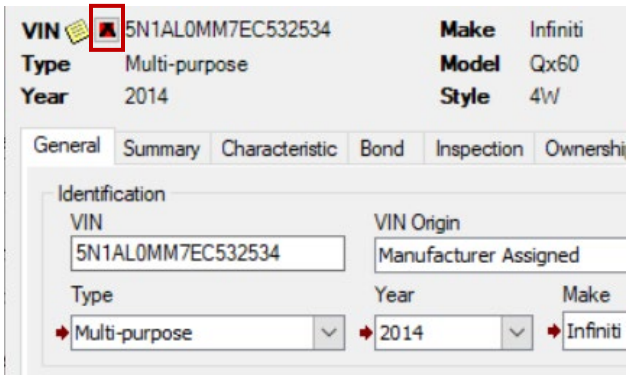


Steps:

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

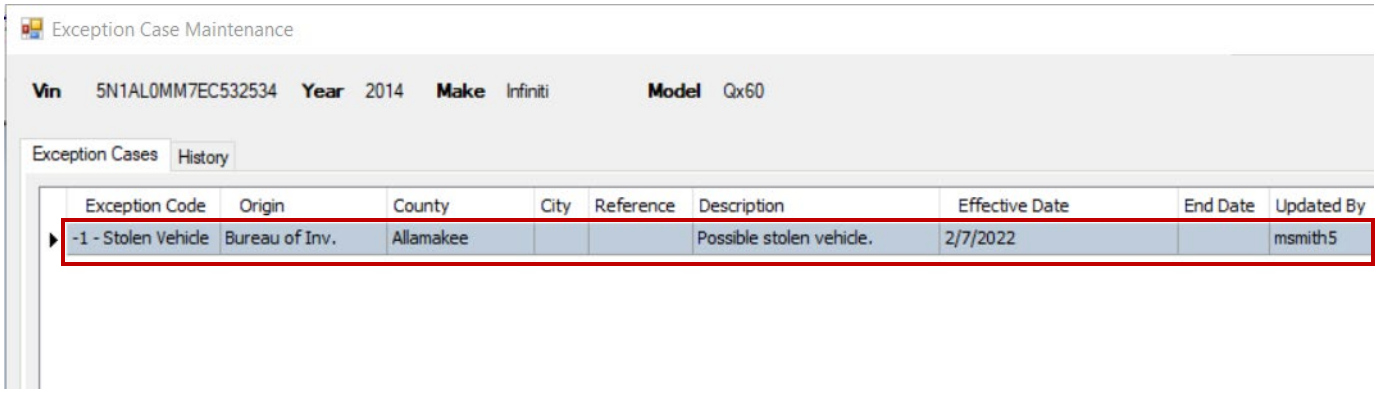


2. Select the X (red box with the X inside).

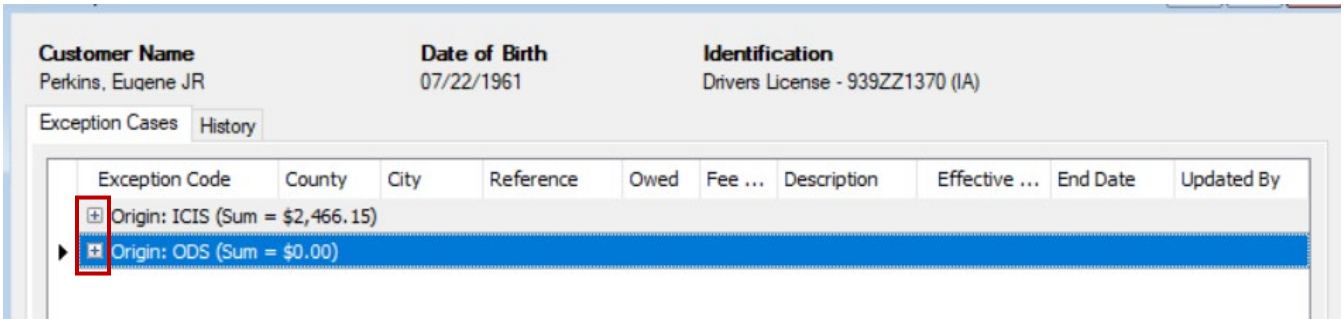


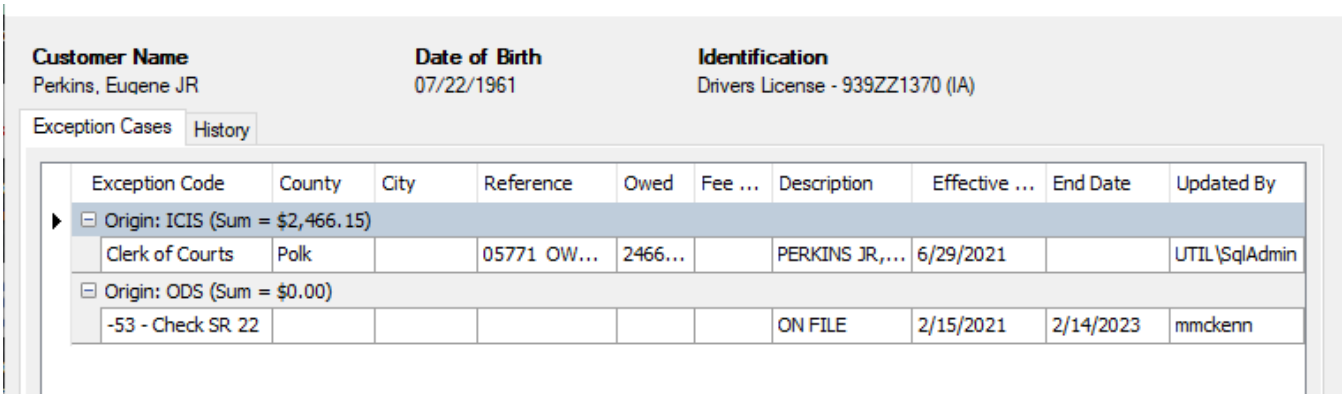
3. The Exception Case Maintenance window will appear. This will explain why the stop was put in place.

    a. This explains that the Bureau of Investigation put the stop on this vehicle per the description “possible stolen vehicle”.



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





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.