

MOTOR VEHICLE NEWSLETTER

July 2023

Iowa DOT Central Programs Bureau

Monthly updates on vehicle program, policy, and process issues.

Procedure

Claim For Refund

The MVD Accounting staff reminds treasurers (and customers) that DOT Form 411047 *Claim for Refund* needs to be fully complete when submitted to MVD Accounting. Many times this form is submitted with missing information or boxes unchecked. We have had incorrect refund amounts listed after review by MVD Accounting staff. County personnel need to ensure the form is completed in full by the customer (or by county assistance) and that the refund amount is valid and accurate. Completion of the bottom of the form by county personnel is required and is an admission by that county personnel of completion and accurate refund amount.

MVD Accounting is working on improvements to Form 411047. Please feel free to submit ideas for the form change to county.vehicle@iowadot.us. We anticipate a new form and a new training session to be offered this fall.

Lease to Lease Transactions

If the FEIN of the lessor is the same, then it is the same company even if the address (or even company name) has changed. A FEIN is unique to a business just as an SSN is unique to an individual, so that even if an individual's name or address changes, the SSN points to their unique identity. It's essentially the same for a FEIN.

ERT

Reports & Data

ERT data by county can be located on <https://iowadot.gov/mvd/factsandstats>. A new link has been added to the bottom of the Facts and Stats page under the ERT Transaction Reports.

ELECTRONIC REGISTRATION & TITLE (ERT) TRANSACTION REPORTS

- ✓ [2023 ERT transactions by county \(through June 30\)](#)
- ✓ [2022 ERT transactions by county](#)
- ✓ [2021 ERT transactions by county](#)
- ✓ [2020 ERT transactions by county](#)

Workarounds & Known Issues

DOT has determined that multiple clerks can get into the same ERT deal while the first clerk is in payment manager. It is only happening on this screen/portion of the transaction, otherwise the 2nd clerk will get a popup that advised the 2nd clerk that someone else is in the ERT transaction/deal. As a best practice, county personnel should not leave an ERT deal sitting in payment manager, if not reviewing/processing the transaction.

Tips & Tricks

At times county staff do not see important ERT comments for a transaction in ARTS. A tip to help our county partners is to enlarge the comments box by grabbing the bottom right corner of the comments box (highlighted in green below) and pulling it out to the size of your preference. The box will stay this size for each transaction until the user changes it.

The screenshot shows the ARTS system interface. At the top, there are filters for Location, Deal Status (set to PendingCountyReview), Deal Count, Customer #, and Dealer #. There are also checkboxes for AutoRefresh and a Refresh button. Below the filters is a table with columns: Deal ID, VIN, Deal Status, Open T&R, Vehicle #, Total Fees, Updated..., Comments, Deny, Selling De..., Dealer Au..., and Total Amo... The table contains several rows of deal information. A popup window is open over the table, displaying a comment: "I had to change the date on this deal to 7/3/23 in order for the system to calculate the credit vehicle since the vehicle was totaled and sold to the insurance company before the deal date of 7/10/2023. Changing the date is the work around for this issue. Please change date to 7/10/2023 when processing. Thank you". The popup also shows "Notes added on [7/15/2023 11:51:17 AM] by [Dealer Comments]". The bottom right corner of the popup has OK and Cancel buttons, with the Cancel button highlighted in green.

Deal ID	VIN	Deal Status	Open T&R	Vehicle #	Total Fees	Updated ...	Comments	Deny	Selling De...	Dealer Au...	Total Amo...
166480	5FNRL6H...	Pendin...	Open TR	12556497	2208.25	7/19/2...		Deny	DMHON L...	2208.25	2233.25
168856	1FMCU9J...	Pendin...	Open TR	12546688	804.69	7/20/2...		Deny	McGrath A...	831.69	831.69
169528	3FA6P0U...	Pendin...	Open TR	12530512	991.00	7/19/2...		Deny	Brown's S...	991.00	991.00
170727	1G1125S3...	Pendin...	Open TR	8749748	709.00	7/11/2...		Deny	Deery Brot...	709.00	709.00
172461	1GCVDEE...	Pendin...	Open TR		1135.00	7/19/2...		Deny	Brown's S...	1135.00	1135.00
172766	2GNALBE...	Pendin...	Open TR	11520582	811.45	7/15/2...		Deny	Birdnow C...	811.45	811.45
174278	1C4BJWF...	Pendin...	Open TR	11273521	2430.45	7/19/2...					

Topics & Notifications from Other Departments

Iowa City Service Center

The Iowa City Service Center has moved to 2303 Jones Blvd., Coralville Iowa 52241 as of July 31st.