# 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 <a href="mailto:county.vehicle@iowadot.us">county.vehicle@iowadot.us</a>. 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 <a href="https://iowadot.gov/mvd/factsandstats">https://iowadot.gov/mvd/factsandstats</a>. 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

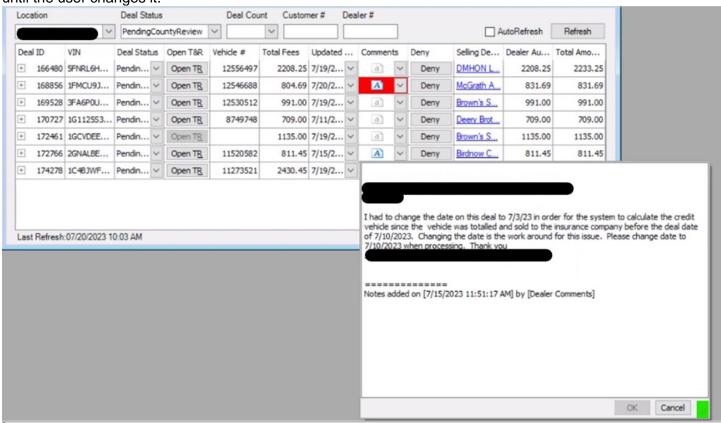


#### **Workarounds & Known Issues**

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 2<sup>nd</sup> clerk will get a popup that advised the 2<sup>nd</sup> 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.



# **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.

