

## Questions from the NH City and Town Clerk's Association Spring Regional Workshops

### Monadnock:

- Q.** What is the time frame for depositing if you are open on Saturday?  
**A.** The next business day.
- Q.** Is it on the Audit report if the deposit isn't made daily?  
**A.** Yes.
- Q.** Is the Business Office okay with the deposit info being sent weekly as long as we make the deposit daily?  
**A.** Per the Municipal Registration Agent Contract, Two G. The Municipal Agents shall, at his own expense, remit daily to the division all required reports and documentation.
- Q.** What is the legal age for driving/registering an OHRV?  
**A.** You may contact Fish and Game at 271-3421.
- Q.** What is the address for mailing daily work if it isn't 10 Hazen Drive?  
**A.** Attn: plate Warehouse, 33 Hazen Dr, Concord NH 03305
- Q.** If a minor has multiple registrations, does he/she need a DSMV 38 for each one?  
**A.** Yes.
- Q.** Why do we make all owners of vehicles/trailers with a duplicate VIN get a VIN verification form even if they are not renewing the vehicle or it is mid cycle?  
**A.** We require this to be sure the vehicle in their possession is truly a duplicate VIN and that the VIN entered as a duplicate wasn't clerk error.

### Dartmouth/Lake Sunapee:

- Q.** Why do we make customers get a 19a when they come in to renew their trailer(s) which have a "s" status when they have done it before?  
**A.** Because the VIN is a dup and prior to removing the sold status, we have to be sure the VIN is correct. We also send a letter to the other owner to have them verify, as each VIN is supposed to be unique. We recommend issuing a NHTR in these cases to make the VINs unique.
- Q.** Can we accept a copy of a title or do we need to see the original and make a copy, for an exempt vehicle?  
**A.** Either is fine and be sure to give the original back to the customer.
- Q.** If we have an original registration should we take it?  
**A.** It's better to make a copy and give the original back to the customer.
- Q.** Initial plates- what is the time frame they are available in the system?  
**A.** After being expired 90 days they become available to anyone.
- Q.** If we don't carry the plate type we can't reissue it?  
**A.** The inventory system will not allow plate types you do not carry to be released to your inventory, with the exception of initial plates. HOWEVER, released incorrectly, these plates can disappear in the system. When you call for the plate release, be sure to confirm the correct inventory in which to release it.
- Q.** For initial plate releases, do we have to call the MA Desk?  
**A.** ANY plate release you need to call the MA Desk. If we continue to see the issues we see with incorrect plate releases, we are going to need to look into limiting this function.
- Q.** What is a controlled plate?  
**A.** Anything out of the norm but PASS 1-9999 and COMM 1-999.
- Q.** If we see two names for the same customer come back from the state what should we do? Do we have to make the correction while the customer is there?  
**A.** Contact the MA Help Desk to have the IDs merged. The customer needs to leave with the correct registration.
- Q.** Do we have to have a Record Change Request form when processing a transaction?  
**A.** Yes. Now that we are verifying legitimate mailing addresses through CASS, we need to have the form filled out. If all that is being updated is the last 4 digits of the zip code, then print the screen with the CASS message and put it into your document pile as proof that ONLY the last 4 digits were changed. There is no other way for us to know that there were no other changes.
- Q.** If the customer has two middle initials, what should we do?  
**A.** The name should be entered into the system as First Name-space- 1st Middle Initial, 2nd Middle Initial in the M box then Last Name (Example Mary X. Q. Jones).

Q. If the customer was a resident 5-10 years ago, would they still be in the system?

A. Yes. They will also be in the system if they registered only a boat, received a speeding ticket or fine, was the second owner on a NH title, etc. **Always** search the database prior to entering a new owner.

Q. Will we receive an MA Manual for each clerk in the office?

A. We have not determined the format the MA Manual will take. Once that is know we will figure out how to distribute it.

Q. Will it be updated every year?

A. That is part of the consideration on the format. We need it to be easily updateable to keep it current.

Q. Golf Cart registration- electric- what are the specifics?

A. We do not register standard golf carts. There are some electric vehicles out there that may look like a golf cart but are actually quite different. They are considered "neighborhood electric vehicles" and must meet certain criteria which can be found in the RSA's online.

Q. Trikes, do they have to pass a safety inspection as well?

A. Yes, just like a motorcycle.

Q. If these do not pass safety inspections can they be driven on the roads?

A. Call State Police at 223-8778

Q. Do you for see the State helping with postage fees in the future?

A. At this time, the Municipal Agent Contract states that the documents are to be submitted at the agent's expense.

Q. Daily log, what is it and is it necessary?

A. Now that all agents are online, the daily log is not necessary. Just print/save your end-of-day report daily and send your Closeouts to the BO. Your end of day report would serve as the daily log.

Q. Is there anyway to get our paperclips back?

A. We are hoping to re-gift these at the Annual Conference.

Q. Who do we contact for more information regarding ACH payment?

A. Karen Patterson at the MA Help Desk, 271-5681 or email mahelpdesk@dos.nh.gov.

Q. Is it mandatory to sign up for Single Payment?

A. No

Q. Is the Administrative Complaint option still available if you switch to Single Payment?

A. Yes.

Q. If we are processing a registration through E-Reg, do we have to use credits on the system?

A. No

Q. Can secondary owners on a registration with a 5 digit plate make changes to the *registration*?

A. They have the same ownership rights on the *vehicle*, but the primary owner retains the rights to the *plate*.

## Seacoast Regional

Q. Regarding the messages given with E-ZPASS, can we make a screen print and give it to the customer rather than giving them the information verbally?

A. You need to be careful of the privacy law, it will depend on who's in front of you.

Q. What do we do about the new driver's license when there is a new address? There isn't a place on the back anymore?

A. Customers should still write their new address on the back of the license.

Q. Are we still working on the fees printing on the Registration?

A. It depends. We have a request in for the flat rate vehicles so that will be fixed. If you mean mailer fee, we won't be able to print that. We are only able print fee's backed by statute.

Q. Are we looking into technology to so the customers don't have to sign 3 times for each reg?

A. As Dennis Roffman stated there is technology however the State currently does not have the funding for the technology involved.

Q. When will we be moving on to phase II of MAAP- new title printers?

A. It is on the list but we can't give a timeframe due to budget and personnel.

Q. Can clerks print the \$1.00 dump sticker fee on the registration or include it in the registration fees?

A. No, only those registration fees backed by state statute may be printed on the registration certificate.

Q. In my software, I need to check off Parental Consent even when doing a title only?

A. Speak with your software provider. By law there is no minimum age to be on a title.

Q. If someone gives up their 5 digit plate to someone else then the request has to go through the Director's office?

A. Yes, if it is not being given to a spouse/partner.

Q. Does the closeout report tell them how many transactions they did for the day?

A. Yes

Q. When will an advanced MA class be offered?

A. Hopefully we can offer that to supervisors when we have consolidated the MA Cert class with the MAAP training and the Online Agent class. This will happen when the MA Manual is completed

Q. Does the close out report need to be sent to the Business Office?

A. Agents must comply with Saf-C 519.16 Documents. As long as the documentation being submitted to the Business Office includes the total amount of fees being forwarded and the total number of registrations processed, a close out report is not necessary.

Q. Are the boat registrations not included on the end of day reports?

A. No, they are done on a different system. Once they are converted to MAAP they will be included.

Q. If a clerk needs to cut a short slip to RESEARCH and can't get through to the MA Desk, what should they do?

A. Email or fax and we will call them back ASAP. We must be sure RESEARCH short slips are correct and necessary before the transaction is completed.

Q. Is the State doing training for Boat agents?

A. At this time we are taking requests. We are holding off on training until boats are on the new system.

### Lakes Region/White Mountain Regional

\*Pittsfield reminds everyone- If you are measuring postage in your office, remember to charge "flat rate" instead of letter size if you are using an oversized envelope. This may account for some of the postage due envelopes.

Q. When did the 5 digit plates become controlled?

A. 5 digit plates are not considered controlled plates at this time. However the business practice is that they may only be given to a spouse or partner or must be requested through the Director's office as will all special requests.

Q. Is it possible to clarify APRO verses COMM in the new MA Manual?

A. This is a great suggestion and it can be clarified.

Q. When will the Twin Mountain Substation go to Driver Licenses 5 days a week?

A. Great News! The Twin Mountain substation currently does all types of Licensing transactions Monday thru Thursday (remember that road tests are by appointment only). On Friday, the Licensing office is only open for those people that have a scheduled road test.

Q. Will there be a time when the Barcode is printed on the renewal mailers?

A. This may be considered at some point in the future, but currently there are no plans to do this.

Q. Could you clarify the procedure for pro-rated registrations?

A. If the MA is satisfied the customer has not operated the vehicle for the specified timeframe, release plate and key new so the customer only pays from that date to expiration.

Q. Can a second person on a reg request vanity plates?

A. The secondary owner may perform a plate change or request an initial plate on a new registration if they have something signed in writing from the first owner giving permission or have a valid POA.

Q. Please speak with substations and clerks in Concord. Customers coming in without proper documentation after getting a 20 day temp.

A. It is our business practice to tell all clerks to give a 19A VIN Verification Form to all customers obtaining a 20 day temporary registration and tell them that they must have it completed if they do not have a previous NH registration or a title and they must have the vehicle registered and inspected within 20 days. If a customer states they were not given this or told this information, please contact the Karen Patterson at the MA Help Desk.

Q. Could you please clarify what to send to the Business Office and what to send the Warehouse.

A. Send registration/title work daily to:

**ATTN: PLATE WAREHOUSE  
33 HAZEN DR  
CONCORD NH 03305**

Send the deposit information daily in the green envelopes (with the LOCATION NAME/NUMBER IN LEFT CORNER) to the Business Office:

- a. Carbon copy of the deposit slip, include a calculator tape adding to the total of the checks
- b. Original bank receipt of deposit
- c. Original Greenie after transfer is made

- d. Copy of close out report

Single Payment Locations:

- a. Original Greenie after transfer is made
- b. Copy of close out report or transfer statement

**Q.** If the agent is a Single Payment location, does the customer have to use all of credit memo?

**A.** Yes, as single payment locations cannot create credit memos.

**Q.** Can town clerks view credit memos?

**A.** All municipal agents may view financial memos. You should be able to search by memo number, customer ID, last name and DOB or corporate name.

### Merrimack Valley Regional

**Q.** Can MAs purchase remanufactured toner?

**A.** Yes, if it is Lexmark brand toner.

**Q.** Is it possible to separate the cash and check options in MAAP browser fee settlement payment options to be further apart to cut down on mistakes like entering as cash instead of check?

**A.** We can ask for the change to be made in MAAP, which will take some time, but we see this issue with all software. It is a quick and easy check for clerks to watch to be sure they are confirming the right payment type.

**Q.** If the customer changes his/her address with DMV before coming to the municipality, is residency still up to the town/city?

**A.** Yes. If a customer is already in the state system (say they just got their driver license) and you determine that they are not in fact a resident, contact the MA Help Desk.

**Q.** Are customers charged for a new license if they change their name?

**A.** Not currently.

**Q.** When will we be accepting new boat agents? Will MSPs be able to be boat agents as well?

**A.** We are currently working to convert Boat registrations into MAAP. Once this transition is completed, we will revisit accepting additional Boat agents. At that time we will also consider allowing agents using alternate software to process Boat registrations through XML. Also, when we go to the new boat system, it is our plan that all current town/city boat agents will be converted to the new system.

**Q.** A customer downloaded a form offline and it was refused when they brought it to the substation. Why?

**A.** Substations should accept any form available to customers on the internet but it must have an original signature. If the form is not online, only the original will be accepted.

**Q.** Can a change of address be done by a person not on the registration?

**A.** Only with a notarized POA for an owner.

**Q.** When will agents be able to correct mos/mils since these are local fees?

**A.** We have logged a bug with DoIT. It has been prioritized. As soon as it is corrected, we will let you know.

**Q.** When is a 3 axle vehicle exempt from titling? Customer has been registering for 20 years and only just been told he needs a title.

**A.** 3 Axle vehicles have always required a title. Now that all agents are online, we are finding many things that have been done incorrectly over the years. Once these issues become known, they need to be corrected.

**Q.** When will agents be allowed more than 3 supervisors and more than one "special" supervisor?

**A.** There are currently no plans to allow more than three supervisors or more than one "special" supervisor. In order for this to be revisited, we need specific scenarios that can be examined to determine if a change can be allowed. If you know of any, please email them to Karen Patterson.

**Q.** When do you register with FMTR verses CONET/CONEQ?

**A.** When the tractor is not being used exclusively for agricultural and farming purposes or is being used for hire or is capable of carrying a load it must be registered with CONET or CONEQ plates.

**Q.** Should boat registrations be included in the document piles or sent in separately?

**A.** Boat registration should be in the document piles so they are filmed in the clerk's work.

**Q.** RSA 261:148 says that customers must present the previous reg- what about fleets, students out of the state, etc who must drive on their registrations?

**A.** At this time, it is permissible to accept a photocopy of a registration for fleet renewals ONLY IF the photocopy presented is verified in MAAP as the current valid registration (check permit audit number, owners and expiration). If it is not, the original or renewal mailer must be presented or a duplicate copy must be purchased.