NEWS RELEASE

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DPS-DVS Sends Verification Letters to Minnesotans Waiting on Registration Tabs; Notifies Law Enforcement

Minnesotans can Present Verification Letter to Law Enforcement if Stopped for Expired Tabs

ST. PAUL — Minnesotans who mailed in their registration renewal, have not received their tabs due to processing delays and contacted the Minnesota Department of Public Safety Driver and Vehicle Services division (DPS-DVS) about the issue will receive a verification letter via email to use as proof of registration renewal until their tabs arrive.

DPS-DVS also notified law enforcement that some Minnesotans will not receive their registration stickers before they are required to display the tabs on their license plates. Minnesota law requires Minnesotans to renew vehicle registration by the last day of the expiration month and display the new tabs by the tenth day of the month following the expiration month.

“We know this delay has caused anxiety for some, and we hope that this letter and law enforcement notification will ease the worries of those affected,” Minnesota Department of Public Safety Driver and Vehicle Services Director Emma Corrie said. “Processing these renewals and getting tabs to customers is a priority, and we’ve dedicated additional staff to process these as quickly as possible. In the meantime, this letter will provide peace of mind to many who are worried about driving without their updated tabs.”

What Happened
DPS-DVS is experiencing processing delays for some vehicle registration renewals that were submitted by mail in recent weeks. When a mailed-in renewal includes payment for the wrong amount, requires an address change or is missing information, the renewal requires additional processing. During the stay at home order, DVS staff was unable to process these particular renewals because staff was telecommuting and did not have access to the mailed-in documents.

Who’s Affected
There are approximately 7,700 mailed-in registration renewals dating back to May 11 that require additional processing. DPS-DVS is sending emails with the verification letter attached to Minnesotans who mailed in their registration renewals and reported that they have not received their tabs using the Report Registration Tabs Not Received contact form.

The majority of mailed-in registration renewals are not affected. Since January, DPS-DVS has processed approximately 94,000 mailed-in registrations each month. DPS-DVS processed approximately 54,000 mailed-in registrations per month last year.

Anyone who mailed in their registration renewal more than two weeks ago and has not received their tabs should contact DPS-DVS using the Report Registration Tabs Not Received to receive a verification letter.

What’s Next
Affected Minnesotans who reported they have not received their tabs should receive their verification letter via email and can carry that letter with them in their vehicle. They should present the letter to law enforcement officers in the event they are stopped for expired tabs. The verification letters expire Aug. 31.

DPS-DVS expects to mail all delayed registration tabs within four to six weeks. There are 21 DPS-DVS employees dedicated to the mailed-in registrations that required additional processing. These types of renewals typically require only 2-3 employees to process.

Renewal Options
Minnesotans who need to renew their vehicle registration have several options.

- Visit an open deputy registrar office to renew in person. The majority of offices are open and are listed on the DVS locations page.
    - Deputy registrars process these applications and customers leave with their tabs in hand if in-person services are available. Some offices are offering drop

box service for registration renewals in which case tabs are processed and mailed to customers. Minnesotans can view available services in the DVS locations page or contact their local office for information.

- Renew vehicle registration for a car, pickup under 1 ton or SUV online at drive.mn.gov.
    - DPS-DVS processes online renewals immediately and tabs should arrive within 14 days. Address changes or other issues can delay processing.
    - *US Bank charges a separate service fee of 2.49% for all credit card transactions. ACH (electronic check) payments have a separate service fee of $1.50. DPS-DVS does not determine or collect these service fees for online registration renewals.*
- Mail the vehicle registration by sending the bottom half of the renewal notice with a check or money order for the total amount shown on the renewal notice made payable to DVS Renewal to:

    DVS Renewal
    PO Box 64587
    St. Paul, MN 55164-0587

    - DPS-DVS processes mailed-in renewals within one to five business days after receipt and tabs should arrive within 21 days.

How to stay updated
DPS-DVS answers frequently asked questions related to how COVID-19 is affecting DVS services on the DVS COVID-19 FAQ webpage.

The DPS-DVS Facebook page and Twitter page will have information.

About the Minnesota Department Public Safety
The Minnesota Department of Public Safety (DPS) comprises 11 divisions where 2,100 employees operate programs in the areas of law enforcement, crime victim assistance, traffic safety, alcohol and gambling, emergency communications, fire safety, pipeline safety, driver licensing, vehicle registration and emergency management. DPS activity is anchored by three core principles: education, enforcement and prevention.

About Driver and Vehicle Services
The Minnesota Department of Public Safety Driver and Vehicle Services division (DVS) is responsible for driver testing, driver licensing and maintenance of driver records; driver evaluation and compliance; motor vehicle title and registration; commercial vehicle registration; motor vehicle dealer licensing and regulation; and enforcement of no-fault insurance requirements.

2019 Statistics:

- 1.6 million driver's license and ID cards issued.
- 1.74 million titles issued.
- 7.23 million vehicles registered.
- DVS' Public Information Center handled more than 1.4 million phone calls and 106,000 email correspondences.