



**MINNESOTA
AUTO
DEALERS**

News

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LEGISLATIVE NEWS

Dayton Budget Proposes Several New Taxes and Fees

Governor Dayton unveiled his budget and tax proposal for legislative consideration on January 22. A keystone of the Governor’s overall budget proposal is reducing Minnesota’s sales tax by 20% from the current rate of 6.875% (7th highest in the country) to 5.5% (27th highest).

In the context of lowering the sales tax rate, the Governor plans to dramatically expand the list of goods and services which would change to become subject to the sales tax. The proposed list includes car repair, legal, accounting, advertising (such as advertising agencies, public relations agencies, media buying agencies, media representatives, display advertising, advertising material distribution services), and other business support services (such as management consulting, administrative management consulting services, human resources consulting services, marketing consulting services, environmental consulting services, scientific and technical consulting services, scientific research and development service). Other consulting and development services (environmental, sanitation, site remediation, safety, economic, and

Dayton Budget..., continued on page 3...

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www.mada.org

NADA NEWS

NADA Convention Report

Although "Momentum" was the slogan for the 2013 NADA Convention in Orlando, the buzzword was really "Transitions". NADA’s new president, Peter Welch, took the helm of the national organization during the convention. Peter is expected to move the organization into a more proactive stance on issues with the factories and with Congress.

The NADA Convention’s trade show was sold out for the first time in five years and dealers reported robust meetings with manufacturers. NADA declared their continued skepticism of factory-mandated

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FEBRUARY 2013

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Certified Title
Wednesday, March 6

Collision & Service Council
Private Auto Show Preview
Tuesday, March 12

Job Fair
Wednesday, March 13

Title Basics
Tuesday, April 9

HR Breakfast Club
Wednesday, April 10

Additional Classes and Webinars
Watch for e-mail announcements from MADA Newlists or check out www.mada.org for a comprehensive list of all course listings.

LEGISLATIVE NEWS (cont... from cover)

security for example) would also be taxed.

Additionally, other miscellaneous and professional services such as marketing research and public opinion polling, photographic services, and commercial photography would also now be subject to the 5.5% sales tax.

In addition to the Governor's bold proposal to reduce the tax rate while expanding the base of the sales tax, the Governor's plan will call for a ¼-cent sales tax increase in the seven-county metro area to provide more funding for regional transit projects.

The Governor also calls for a controversial income tax increase for the top 2% of earners by creating a fourth-tier income tax bracket which would increase the rate on upper income earners from 7.85% to 9.85%. This proposal would apply to those with incomes of \$250,000 for married joint filers, \$200,000 for heads of households, and \$150,000 for single filers. This is estimated to affect 53,600 returns while returning an estimated \$1.099 billion in new revenue for the state.

Additionally \$15,000,000 in new revenue would be generated from increasing the motor vehicle

rental tax by 2.85%.

All of this new tax revenue, in addition to a corporate tax reduction and property tax rebate for Minnesota homeowners, is projected to raise approximately \$2.1 billion. Governor Dayton plans to use this new money to fund substantial increases to K-12 education, higher education, Property Tax Aids & Credits, Health and Human Services, and various other budget items.

Should the legislature adopt these proposals, Minnesota would be one of very few states to tax several of these services. Additionally, the Governor's fourth-bracket income tax proposal would distinguish Minnesota as a state with one of the highest tax rates on upper-level income earners.

The Governor's proposal marks the opening round of the budget debate this year. The next major milestone in budget negotiations will be the February forecast due February 28, at which point lawmakers will have a better idea of the state's economic situation. The House and Senate will each make their own budget and tax proposals in the coming weeks.



Minnesota Automobile Dealers Association

The Minnesota Auto Dealers Association is a non-profit trade association dedicated to the progress of the retail auto industry in Minnesota.

President

Steve Brimhall, *Minnesota Motor Company, Fergus Falls*

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LEGISLATIVE NEWS

Title Transfer Fee Bill HF316/SF300

MADA is proposing legislation which seeks to eliminate the Title Transfer Fee imposed on each dealer reassignment of an existing Minnesota title. The bill, H.F. 316/S.F. 300, will improve the ease of administration for dealerships and eliminate this unfair and confusing tax for customers. MADA has recruited bi-partisan support for the measure, which will be authored in the House of Representatives by **Rep. Tim Mahoney** (DFL-St. Paul), **Rep. Jason Metsa** (DFL-Virginia), **Rep. Mike Beard** (R-Shakopee), **Rep. Sandy Masin** (DFL-Eagan), and **Rep. Marion O'Neill** (R-Buffalo). In the Senate, the bill will be authored by **Sen. David Tomassoni** (DFL-Chisholm), **Sen. Chuck Wiger** (DFL-Maplewood), **Sen. John Pederson** (R-St. Cloud), **Sen. Vicki Jensen** (DFL-Owatonna), and **Sen. Eric Pratt** (R -Prior Lake).

Bill to Prohibit Criminal History Queries

Rep. Joe Mullery (DFL-Minneapolis) introduced H.F. 50 which would prohibit private employers from including a question on a job application inquiring whether an applicant has a criminal history. An employer would be able to consider a potential employee's criminal history only after the applicant has been invited to interview for the job. This bill will be heard first in the Labor, Workplace, and Regulated Industries Committee which is chaired by **Rep. Sheldon Johnson** (DFL-St. Paul).



INDUSTRY NEWS



NLRB Mired in Political and Legal Turmoil

On January 25, 2013, a panel of the U.S. Court of Appeals for the District of Columbia ruled that various "recess appointments" made by President Obama last year are invalid because they were not made during a full intersession recess of the Senate.

The litigation arose in January 2012 when the President employed a controversial provision of the United States Constitution to recess-appoint three new members to the National Labor Relations Board (NLRB). The appointments had been considered a major victory for union interests.

The appellate court ruling against the President further calls into question the legal authority of the NLRB to issue two sets of controversial rules - both of which are of concern to dealers:

1. The first is the so-called "ambush" election procedure to determine if a majority of employees wish to be represented by a particular labor organization. The NLRB proposal would significantly shorten the period between a union's filing of a petition with the Board and the actual election. Employers use this time to make their case to employees about the full implications of unionization.
2. The second involves an inflammatory new labor poster that business interests have challenged as beyond the authority of the NLRB to prescribe.

As litigation continues, the effective dates for both the new election procedure and the new poster have been postponed. MADA will keep you advised.

LEGAL NEWS

FTC Warns Dealers About Displaying “Buyers Guides”

The Federal Trade Commission (FTC) warned 11 Arkansas used car dealerships that their sales practices violate the FTC Used Car Rule. The Rule requires car dealers to display a “Buyers Guide” detailing warranty information on their used vehicle inventory.

FTC staff inspections found that eight dealers failed to display Buyers Guides on almost all used cars offered for sale. Three dealers failed to display the guides on a significant number of used cars.

The inspections were part of the FTC’s ongoing efforts to enforce the Rule in conjunction with state and local officials. The FTC has brought more than 80 actions since the Rule took effect in 1985, with civil penalties totaling more than \$1 million. Hundreds of state actions also have been brought to enforce the Rule.

The Used Car Rule requires that Buyers Guides be displayed at all times on each vehicle offered for sale, stating:

- Whether the vehicle comes with a warranty and, if so, whether it is a “full” or limited warranty;
- Which systems are covered by the warranty and the duration of the warranty period;
- If it is a limited warranty, what percentage of the cost for covered parts and labor the dealer will pay for; and
- Whether the car is sold with no written or implied warranty or, in other words, the car is sold “As Is.”

In addition to warning dealers, the FTC is currently in a rulemaking to update the content and layout of the Buyers Guide window label. MADA doesn’t anticipate a final rule for some time.

MADA NEWS



Margo Geving

We are pleased to announce that Margo Geving has joined our staff as Group Insurance Manager for MADA Insurance, Inc. She will be handling the administration of our group insurance plans with Blue Cross Blue Shield of Minnesota, Delta Dental, and ReliaStar Life Insurance Company. Margo and her family reside in Forest Lake, and she looks forward to meeting and working with the participants of the MADA Group Insurance Trust. Please join us in welcoming Margo to MADA.

NADA NEWS (cont... from cover)

building programs with the release of part two of their report on the subject.



Gary Papik of Papik Motors in Luverne was honored as Minnesota’s candidate for Time Quality Dealer of the Year.

Meanwhile, MADA was given accolades from NADA for achievements in Membership, DEAC fundraising, and support of their Charitable Foundation.

Minnesota Auto Outlook

Released by:
Minnesota Automobile
Dealers Association

Covering the Minnesota automotive market

Data thru December 2012

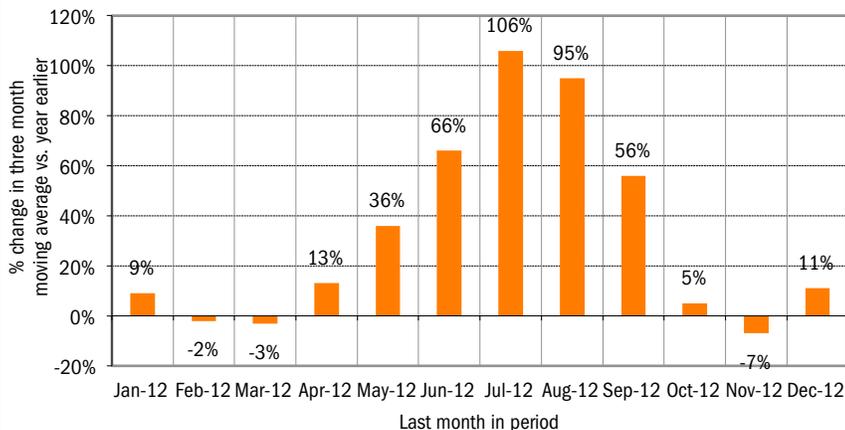
Minnesota New Retail Car and Light Truck Registrations

	Most Recent Two Months			Annual Totals			Year To Date Market Share		
	11/11 & 12/11	11/12 & 12/12	% change	2011	2012	% change	2011	2012	change
	Industry Total	23,204	27,923	20.3%	151,589	196,295	29.5%		
Cars	8,935	11,474	28.4%	64,295	83,893	30.5%	42.4	42.7	0.3
Light Trucks	14,269	16,449	15.3%	87,294	112,402	28.8%	57.6	57.3	-0.3
Japanese Brands	7,090	9,165	29.3%	48,854	63,672	30.3%	32.2	32.4	0.2
Toyota	2,474	3,600	45.5%	17,748	24,702	39.2%	11.7	12.6	0.9
Honda	1,989	2,620	31.7%	14,213	17,380	22.3%	9.4	8.9	-0.5
Nissan	1,503	1,297	-13.7%	8,660	10,166	17.4%	5.7	5.2	-0.5
Other	1,124	1,648	46.6%	8,233	11,424	38.8%	5.4	5.8	0.4
Domestic Brands	12,640	14,564	15.2%	79,726	101,305	27.1%	52.6	51.6	-1.0
General Motors	5,826	6,216	6.7%	37,751	43,685	15.7%	24.9	22.3	-2.6
Ford	4,264	5,345	25.4%	27,306	36,306	33.0%	18.0	18.5	0.5
Chrysler	2,550	3,003	17.8%	14,669	21,314	45.3%	9.7	10.9	1.2
European Brands	1,575	1,991	26.4%	10,361	14,488	39.8%	6.8	7.4	0.6
Volkswagen	807	1,018	26.1%	5,130	7,467	45.6%	3.4	3.8	0.4
BMW	343	439	28.0%	2,537	3,195	25.9%	1.7	1.6	-0.1
Mercedes	205	267	30.2%	1,352	1,942	43.6%	0.9	1.0	0.1
Other	220	267	21.4%	1,342	1,884	40.4%	0.9	1.0	0.1
Korean Brands	1,899	2,203	16.0%	12,648	16,830	33.1%	8.3	8.6	0.3

Brands included above: Domestic Brands: GM (Buick, Cadillac, Chevrolet, and GMC), Ford (Ford and Lincoln), Chrysler (Chrysler, Dodge, and Jeep). Japanese: Toyota (Toyota, Lexus, and Scion), Honda (Honda and Acura), Nissan (Nissan and Infiniti), Other (Mazda, Mitsubishi, Subaru, and Suzuki). European: VW (Audi, Bentley, and Volkswagen), BMW (BMW, Rolls Royce, and MINI), MB (Mercedes Benz), Other (Aston Martin, Ferrari, Fiat, Jaguar, Land Rover, Lotus, Maserati, and Volvo). Korean: Hyundai and Kia.

Data Source: AutoCount data from Experian Automotive.

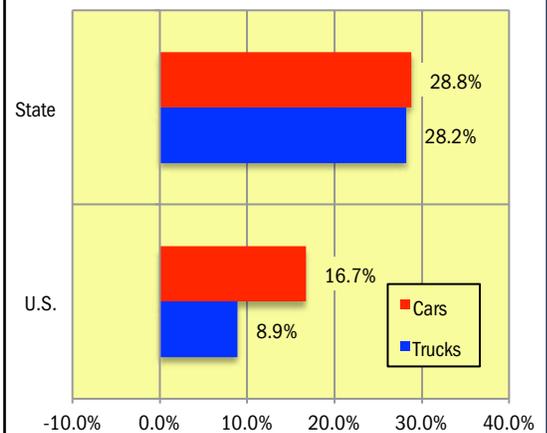
Percent Change in Three Month Moving Average of New Retail Registrations versus Same Period Year Earlier



The graph above provides a clear picture of the trending direction of the state market. It shows the year-over-year percent change in the three month moving average of new retail light vehicle registrations. The three month moving average is less erratic than monthly registrations, which can fluctuate due to such factors as the timing of manufacturer incentive programs, weather and title processing delays by governmental agencies.

Data Source: AutoCount data from Experian Automotive.

Percent Change in State and U.S. New Retail Light Vehicle Markets YTD '12 thru Nov vs. YTD '11



The graph above compares the change in new retail car and light truck registrations in both the state and U.S. markets. **Note: percent change is for year-to-date thru November of 2012 versus a year earlier. Final U.S. figures for December were not available.**

Data Source: AutoCount data from Experian Automotive

Data Information

All data represents new vehicle retail registrations in Minnesota and excludes fleet and wholesale transactions. Monthly recording of registrations occurs when the data is processed by the DVS. Please keep in mind that monthly registration figures can occasionally be subject to fluctuations, resulting in over or under estimation of actual results. This usually occurs due to processing delays by governmental agencies. Data Source: AutoCount data from Experian Automotive.

Minnesota New Retail Light Vehicle Registrations					
	Registrations			Market share	
	2012		% change	2011	2012
	Annual	Annual		Annual	Annual
TOTAL	151,589	196,295	29%		
Acura	1,048	1,387	32%	0.7%	0.7%
Audi	1,254	1,452	16%	0.8%	0.7%
BMW	2,048	2,501	22%	1.4%	1.3%
Buick	3,399	3,759	11%	2.2%	1.9%
Cadillac	1,224	1,350	10%	0.8%	0.7%
Chevrolet	27,153	31,246	15%	17.9%	15.9%
Chrysler	3,590	4,947	38%	2.4%	2.5%
Dodge	4,045	5,621	39%	2.7%	2.9%
Fiat	71	328	362%	0.0%	0.2%
Ford	26,039	35,100	35%	17.2%	17.9%
GMC	5,974	7,330	23%	3.9%	3.7%
Honda	13,165	15,993	21%	8.7%	8.1%
Hyundai	5,939	7,913	33%	3.9%	4.0%
Infiniti	795	948	19%	0.5%	0.5%
Jaguar	47	50	6%	0.0%	0.0%
Jeep	3,766	6,094	62%	2.5%	3.1%
Kia	6,709	8,917	33%	4.4%	4.5%
Land Rover	234	392	68%	0.2%	0.2%
Lexus	1,788	2,002	12%	1.2%	1.0%
Lincoln	978	1,205	23%	0.6%	0.6%
Mazda	2,982	3,736	25%	2.0%	1.9%
Mercedes	1,333	1,925	44%	0.9%	1.0%
MINI	488	693	42%	0.3%	0.4%
Mitsubishi	564	669	19%	0.4%	0.3%
Nissan	7,865	9,218	17%	5.2%	4.7%
Porsche	121	179	48%	0.1%	0.1%
Ram	3,268	4,652	42%	2.2%	2.4%
smart	19	17	-11%	0.0%	0.0%
Subaru	4,476	6,724	50%	3.0%	3.4%
Suzuki	211	295	40%	0.1%	0.2%
Toyota/Scion	15,960	22,700	42%	10.5%	11.6%
Volkswagen	3,865	6,001	55%	2.5%	3.1%
Volvo	748	837	12%	0.5%	0.4%
Other	423	114	-73%	0.3%	0.1%

Top ten ranked brands in each percent change category are shaded green.

Data Source: AutoCount data from Experian Automotive.



ANSWERS DRIVE RESULTS.

You need insights into your marketplace to make the best decisions to maximize profits. The AutoCount® Dealer Report analyzes full details on new and used competitive dealer market share, down to specific areas you define. You bring the questions. We'll bring the answers.



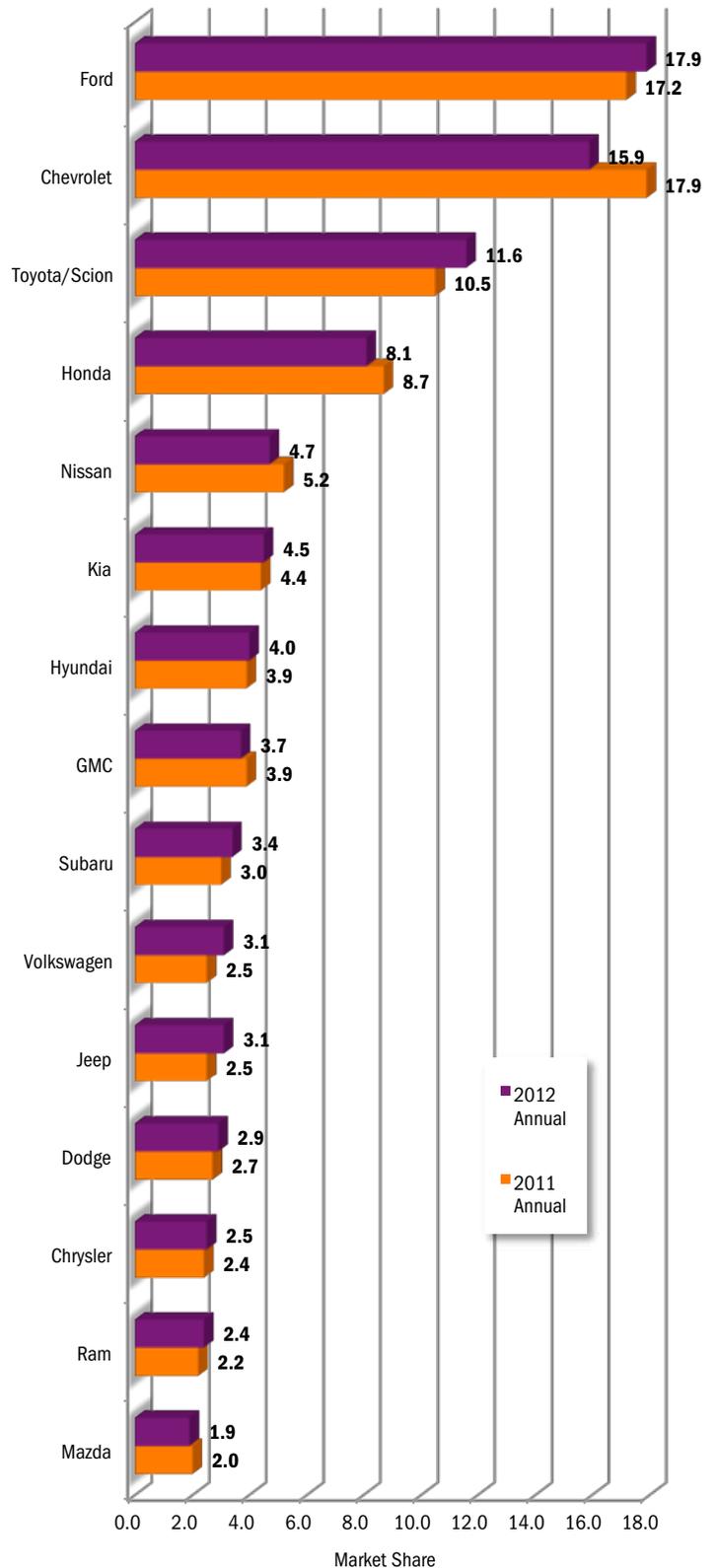
www.experianautomotive.com 888.211.5809

Experian Automotive is the data provider for Auto Outlook.

This report is sponsored by the Minnesota Automobile Dealers Association (651-291-2400) and produced by Auto Outlook (800-206-0102).

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**State Market Share for Top 15 Selling Brands
2012 vs. 2011**



Data Source: AutoCount data from Experian Automotive.

Make Steak out of SPAM

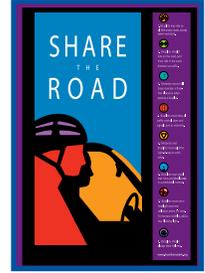
According to a recent study from Return Path, marketing emails are responsible for 70% of SPAM complaints! Even if you don't think so, your customer may be viewing your emails as JUNK. Here are a few tips to keep your emails out of the junk folder:

- Subject lines should identify your dealership and how your customer benefits from reading your email.
- Reply addresses should be real and from a person. No one is named "Do Not Reply."
- Frequency! Twice a month is recommended or people will unsubscribe.
- Relevant messaging. Communicate a valuable message relevant to your customer to encourage action.



INDUSTRY NEWS

Share the Road Materials for Dealerships



Share the Road is a bicycle safety education program that targets bicyclists AND motorists in order to eliminate fatalities and reduce injuries due to bicycle-motor vehicle crashes. The program, developed by the Minnesota Department of Transportation (MN-DOT), is based on the recognition that bicyclists and motorists are equally responsible for roadway user safety.

MN-DOT has Share the Road educational materials available that promote awareness of bicycle traffic safety. Brochures and posters are available at no cost to dealerships interested in helping MN-DOT educate the public about these important traffic safety rules. To learn more, visit www.sharetheroadmn.org or if you are interested in ordering materials, contact Michelle Pooler at michelle.pooler@state.mn.us or 651-366-4167.

INDUSTRY NEWS

DVS Relaxes Requirement For Driver License Copy

On January 14, 2013 Driver & Vehicle Services issued a memorandum describing new procedures for dealers to collect and submit driver license photocopies when filing applications for a first Minnesota certificate of title.

MADA met with DVS officials to discuss the new requirements and share dealer concerns.

DVS has now removed the most controversial portion of the new procedure which required the submission of an agent's or employee's driver license for applications in the name of a business or other entity.

Thanks to the many dealers who called MADA to voice their concerns.

Gotta Go To The Auto Show
MARCH 9-17
Minneapolis Convention Center



The new gift certificate offer includes:

- 2 adult tickets to the Twin Cities Auto Show
- 2 commemorative Show pins
- 1 official Auto Show car blanket

All for only \$25 (a \$45 value).





Minnesota Automobile Dealers Association

Endorsed Service & Vendors

Computerized Vehicle Registration
CVR

F&I Products
Protective

Dealership Marketing
Visible Customer

Group Health Insurance
Blue Cross Blue Shield of MN
Delta Dental
ReliaStar Life

Workers Compensation
Ensure Agency
Midwest Family Mutual

Dealer Bond Program
Ensure Agency

Collections
Springer Collections

Check Guarantee/Credit Card Processing
FIS / Certegy

Disability Income Insurance & Section 125 Cafeteria Plans
American Fidelity Assurance

OSHA, EPA & DOT Compliance/Training
ComplyNet Corporation

Fleet Fueling Program
SuperAmerica

Office Supplies
S & T Office Products

Website Management
Autobase

Uniforms and Linen Services
AmeriPride Linen & Apparel Services

Hole-In-One Insurance
Hole-In-One-USA

Pre-Paid Legal, Jim Gavin
Identity Theft Shield & Pre-Paid Legal Services



MADA Services sells a wide variety of products directly to the dealers including business forms, clothing and promotional items. For a full review of options, contact your sales representative at 651-291-2400 or go to www.mada.org

MEMBER NEWS

Scott Karchunas, one-time Protective representative for Minnesota, has been named president of *Protective's Asset Protection Division*.

K & S Motors of Worthington was purchased by **Aaron Marthaler** and will be doing business as *Marthaler Ford of Worthington*. *Kruse Motors of Worthington, Inc.* has also been purchased by Marthaler and will do business as *Marthaler Chevrolet of Worthington*.

Frank Pickard, former owner of *Pickard Motor Co.* in St. Cloud has passed away. Frank served on the MADA Board of Directors and was president of the board in 1972-1973.

Todd Christian has purchased *Salem Motors* in Crookston. The dealership will do business as Christian Brothers Ford, Inc.

Crookston Motors in Crookston has closed.

FAQ

Q *We're an RV dealer. One of our spring offsite sales shows is coming up. It runs partly over a weekend. Does the Sunday closing statute prohibit us from selling on Sunday during the show?*

A Yes. The Sunday closing law broadly prohibits Sunday sales of cars, trucks and trailers. Only boat, snowmobile, all terrain and small utility trailers are exempt.

MADA NEWS



Collision & Service Council

A Clear Voice for Dealership Collision and Service Centers

The number of passenger-vehicle drivers involved in all police-reported crashes decreased by 21% over the 14-year study period, according to a study by the AAA Foundation for Traffic Safety. The decrease held up when adjusted for total population, driving population, or number of miles driven.

But the decline has sharply reversed in 2012, according to the National Highway Traffic Safety Administration (NHTSA). Statistical projection of traffic fatalities for the first nine months of 2012 now shows an increase of about 7.1% over the same period in 2011. That is the largest nine-month increase since NHTSA began keeping records in 1975.

Job Fair



at the Auto Show!

Wednesday, March 13, 2013

10:00 a.m. – 3:00 p.m.

Last year's Job Fair at the Auto Show was a great success! So good that MADA will be repeating this one-day event, but it will be bigger, better and more interactive than before. We will extend the hours, move the location to the main floor, offer a large-screen video about dealership careers, and give job candidates a chance to win a \$500 gift certificate for visiting each booth.

If your dealership is planning to hire, you won't want to miss out on this event.

Booth includes:

- 8' long x 3' deep booth
- one - 6' draped table
- one - 7" x 44" sign
- set-up and dismantle
- all taxes
- pipe and drape
- two side chairs
- wireless internet
- job fair promos
- Optional: Electric service @\$110 (tax included)

Job Fair Booth Pricing:

Single Rooftop:	\$550
Auto Group 2-5 rooftops:	\$1,200
Auto Group 6+ rooftops:	\$1,800

If you would like to participate in the job fair, please complete the area below and email to denise@mada.org, fax to 651-291-2894 or register online at www.mada.org. Space is limited so please sign up early. Your Dealer Services account will be billed directly. Sorry, no refunds on cancellations. MADA will mail a confirmation of your participation and details by mid-February. Any questions, please call Denise Anderson 651-789-2950.

Job Fair Booth Registration

Dealership/Dealer Group _____

Contact (Name) _____

Phone _____ Email _____

Copy for booth sign: _____

Electric: ___ yes, please add electric (\$110 including tax) for each booth.

Become a Certified Title & Registration Professional

The Certified Title & Registration Program has been designed in a coordinated effort with MADA, Driver and Vehicle Services and the Deputy Registrars. Certified Title & Registration Professionals become eligible for CVR (Computerized Vehicle Registration) and will, therefore, be granted unique access to the state's e-support mechanisms with the ability to electronically communicate customer's information to the Deputy Registrar and the State.

All three classes** are mandatory and must be passed (with a test score of 70% or better) to become certified and eligible for CVR. Testing will be conducted by DVS following each class. Individuals who successfully pass the three subject areas will be certified for three years. Continuing education will be required to maintain individual certifications.

New to Fleet

This class addresses transfers which create the first Minnesota Certificate of Title. These include new vehicle sales, leases and transfers based on out of state titles. Also, learn about special situations including secure reassignments, secure powers of attorney, dealer conditionals and special plates.

Sales Tax

Minnesota motor vehicle sales tax requirements can be complex. In this class, \$10 and \$90 "in lieu" taxes, discounts, rebates, disabled modifications, gift exemption, divorce, trusts and many other special situations and exemptions will be covered. This class also explores the legal options for dealers titling vehicles for resale and dealership business use.

Minnesota Titles and Transfers

In this class, you will become proficient in the requirements for transferring ownership of Minnesota titled/registered vehicles; use of Minnesota secure power of attorney and reassignment forms; how to correct ownership, alterations or other incorrect information; and learn about common form attachments (transfer upon death, repossessions, grants or release of liens, and more).

Please refer to the reverse side of this form for dates and times of each class and for registration information.

**Important note: these classes are not designed to teach the titling process. The purpose is to improve accuracy and consistency of data, promote quality customer service and expedite the production of state titles. Certification is mandatory to obtain CVR. To participate in any of the title classes (New to Fleet, Sales Tax and Minnesota Titles and Transfers), it is suggested that participants have at least one month experience working directly with titles.

Please indicate the date and classes you wish to attend.

Minneapolis Doubletree by Hilton - Park Place 1500 Park Place Blvd Minneapolis, MN 55416 651-789-2950	Minneapolis Doubletree by Hilton - Park Place 1500 Park Place Blvd Minneapolis, MN 55416 651-789-2950	Minneapolis Doubletree by Hilton - Park Place 1500 Park Place Blvd Minneapolis, MN 55416 651-789-2950
Wednesday, March 6, 2013 <input type="checkbox"/> Sales Tax 9:00 am - 10:00 am <input type="checkbox"/> New to Fleet 10:30 am - 12:30 pm <input type="checkbox"/> MN Titles & Transfers 1:00 pm - 3:00 pm	Tuesday, May 14, 2013 <input type="checkbox"/> Sales Tax 9:00 am - 10:00 am <input type="checkbox"/> New to Fleet 10:30 am - 12:30 pm <input type="checkbox"/> MN Titles & Transfers 1:00 pm - 3:00 pm	Tuesday, July 9, 2013 <input type="checkbox"/> Sales Tax 9:00 am - 10:00 am <input type="checkbox"/> New to Fleet 10:30 am - 12:30 pm <input type="checkbox"/> MN Titles & Transfers 1:00 pm - 3:00 pm

Each class is \$99 and will be billed directly to your MADA Services Account.

TO REGISTER: You may either fax this form to MADA at 651-291-2894, e-mail to denise@mada.org or register online at www.mada.org.

MADA will send you a confirmation and directions prior to the class. Refunds only on cancellations made 24 hours prior to class.

Name _____

Dealership _____

Phone _____

E-mail _____

PLEASE NOTE: State E-Support User-ID# is required to log on the DVS website. To obtain an E-Support User ID, go to the website: www.mndriveinfo.org. Click on DVS Resources on the left toolbar, click on Dealer Info., click on On-Line Access for the form(s).

Any questions, please contact Denise Anderson at 651-789-2950 or denise@mada.org



TITLE BASICS

This class prepares title clerks for the Certified Title Professional program.

This class is designed to familiarize new title clerks with the necessary forms, information and procedures required in this position. This hands-on training will broaden the understanding of state forms, their proper application and fee allocation.

TITLE BASICS* is intended to ease any anxiety associated with the sometimes complicated forms. Aly Quinn will work with you to help better understand the forms, fees, titles, transfers, etc. Aly, having done title work for a dealership as well as for the White Bear Licensing Bureau, has over 15 years of combined titling experience and is currently working with CVR.

This class will prepare title clerks for the Certified Title Professional program which is offered at MADA in conjunction with DVS. The class agenda is as follows:

- Hour one:** Getting to know the forms
- Hour two:** Understanding the fees
- Hour three:** Making sense of the information and a one-on-one Q & A

Participants will also receive a booklet with all of the forms and helpful hints

COST: \$179/person. Your MADA Services Account will be billed directly.

TO REGISTER: Register online at www.mada.org/training, e-mail to denise@mada.org or fax to MADA at 651-291-2894. MADA will send you a confirmation and directions prior to the class. Refunds only on cancellations 48 hours prior to the class.

Tuesday, April 9, 2013

Minneapolis Marriott NW - Brooklyn Park

1:00 p.m. - 4:00 p.m.

Name(s) _____

Name(s) _____

Dealership _____

e-mail _____ phone _____

Any questions, please contact Denise Anderson at 651-789-2950 or denise@mada.org