

MVD Procedural Quick Update

#73

RE: Compliance with PQUs is Mandatory
Effective date: Immediate and Ongoing

Date: August 13, 2008
To: All MVD
From: Mac Lewis, MVD Policy and Procedures Manager

[This is the latest in a series of procedural updates. These updates deal with specific MVD procedures and practices. Managers and Supervisors should consistently distribute the updates to all personnel and integrate them into regular information and training sessions.]

It is mandatory that MVD offices (including county/municipal and private retail) and agents comply with all Procedural Quick Updates (PQUs), and that all PQUs be distributed promptly to field office personnel and integrated into regular information and training sessions.

Particular attention is directed to PQU#45rev - Heavy Vehicle Use Tax (HVUT) – Proof of Payment (February 29, 2008). That PQU specifically requires that field offices:

- “Do not process the registration renewal of any vehicle that is 55,000 lbs. or over if the customer does not provide the required proof of payment of the HVUT, or proof of the customer’s HVUT-suspended status”; and that
- “To facilitate verification of New Mexico’s compliance, it is required that all field offices provide to the Commercial Vehicle Bureau complete copies of all Form 2290 documentation submitted by the carriers.”

Those requirements have not been consistently followed by the field offices. As a direct result we are now at significant risk of losing federal funding. Effective immediately, field office compliance with PQU#45, as revised, will be closely monitored, and appropriate disciplinary action will be taken in the event of continued noncompliance. County-Municipal Offices and Private Retail Agents (PRAs) that do not comply may be subject to cancellation of their contracts.

Is the problem of noncompliance, and the possibility of disciplinary action or contract cancellation for noncompliance limited to PQU#45rev? **No**.

Managers and Supervisors are reminded to consistently distribute **all** PQUs to field office personnel and to integrate them into regular information and training sessions. Yes, MVD personnel and agents are expected to absorb and apply a great deal of information, and no one is perfect. But “best efforts” are expected at all times.

Would this be a good time to begin a thorough review, for all staff, of all of the PQUs published to date? **Yes**.

Reminder: All PQUs, in their most recent revisions, are always available to all TRD-MVD personnel, including all field office agents, county-municipal offices and private retail agents, on the MVD intranet. If anyone is uncertain how to access PQUs on the intranet, now is the time to ask for help from your Supervisor, Manager, Bureau Chief or the Field Operations Help Desk.

Field office managers and supervisors should refer any comments or questions regarding this Procedural Quick Update to their Bureau Chiefs, with cc to mac.lewis@state.nm.us. Others are encouraged to direct comments or questions directly to Mac Lewis.
