

# Customer Service Center Operations Manual

## Maintaining Settlements CSCOM-104

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## DESCRIPTION

This procedure provides business rules for maintaining settlements. Refer to [Data Entry Procedures](#) for data entry steps.

## SETTLEMENTS

### <<<<<REVISION

**Settlement**-a settlement is a financial record which identifies and tracks a group of financial transactions, linking them to a specific deposit certificate to ensure the transaction totals reconcile with the settlement total balance due.

**Primary Settlement**-is the main settlement for the business day. CSCs will always have one primary settlement for each business day and, in most cases, one settlement and deposit certificate for each day's work.

**Primary Settlement Number** -a number which is assigned by the automated system that consists of the location code, last digit of the year, Julian date and a 3-digit sequential number assigned automatically by CSS. The primary settlement number for CSCs always ends in "001".

**Secondary Settlement**-settlements established after the primary settlement is opened and used to identify and track specific groups of transactions outside of the primary settlement (dealer work, auto auctions, rental/fuels tax payments, etc.). Many times, a secondary settlement is opened to process bulk work that is not required to be completed on the same business day, allowing CSCs to process transactions in the secondary settlement as time allows over a period of several days.

**Secondary Settlement Number**-a number which is assigned by the automated system comprising the same numeric identifiers as the primary settlement number, but ending in "002", "003", etc., depending on the number of secondary settlements opened in a business day. **END REVISION>>>>>**

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## SETTLEMENT TRANSACTION NUMBER

Settlements, whether primary or secondary, are assigned unique 10-digit settlement numbers and can be read as follows:

- Location code (digits 1-3)
- Last digit of the current year (digit 4)
- Julian date (digit 5-7)
- Next available sequence number (8-10)

**EXAMPLE:** 9932274002 - 993-(location code), 2-(current year), 274-(Julian date), 002- (next available settlement sequence number assigned to the settlement).

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## OPEN SECONDARY SETTLEMENT

Secondary settlements are opened to allow processing of bulk work requests in a location other than the primary settlement. The secondary settlement allows work to be processed over a period of days, as time permits, whereas the primary settlement must be closed daily. Sources of bulk work requests include:

- Auto Auctions
- Dealerships
- Fleet Trucking Companies – (or fleet agencies representing fleet trucking companies)
- Financial Lending Institutions
- Other

Once the CSC primary settlement is opened for the day, a CSR may open any number of secondary settlements throughout the day but may only actively process in one settlement at a time. Each secondary settlement calculates totals only for the transactions processed in that settlement. Secondary settlements accept the following payment types:

- Cash
- Check
- Credit/Debit Card

Interagency Transfers (IAT) and customers making payment by means of a Monthly Billing Code (MBC) must be processed on a primary settlement. If these payment types are processed in a secondary settlement, the record is not updated in the system and the accounts are not billed for the balance due.

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### **CHANGE ACTIVE SETTLEMENT**

The “change active settlement” function allows CSRs to change between open settlements. For instance, if a CSR is processing bulk dealer work in a secondary settlement and must start processing customers on the primary settlement, the change settlement function allows them to switch from the secondary to the primary settlement to call customers. Each CSR may be logged on to an unlimited number of settlements in a day but may actively process in only one settlement at a time.

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### **DISPLAY SETTLEMENT**

CSC managers and designees may display information that identifies a settlement, such as the deposit certificate number, deposit information, work totals, cash drawer totals, and the status of the settlement. Once a settlement is closed, settlement information can be displayed, but no further changes can be made to the settlement.

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### **MODIFY SETTLEMENT**

Occasionally, when the primary settlement is opened, the settlement is opens locally, meaning only at the CSC (pending open) and is not correctly established in the system at Headquarters (HQ). In these cases, the settlement must be “modified” or “retransmitted” to the system at HQ to allow the settlement to become established.

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### **REVISE SETTLEMENT**

The “revise settlement” function allows CSC managers or designees to make corrections to the following information for an open settlement:

- Certificate Number
- Charge Date
- Charge Total
- Deposit Date
- Deposit Type
- Deposit Total

No corrections can be made after the settlement is closed.

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### **CLOSE SETTLEMENT/END OF BUSINESS DAY**

CSC management or designee must close the primary settlement each day once all transactions have been processed and deposit totals have been entered for that settlement.

To successfully close a settlement, all of the following must be completed:

- CSR cash drawers must be closed,
  - A message will display when closing a settlement, identifying CSRs not yet logged out of the settlement.
- All monies must balance,
- National Driver Registry (NDR) messages that have not been opened must be viewed,
  - The system will display an alert when delayed NDR messages remain unopened, requiring they be viewed before closing the settlement.
- All CSRs must be logged off the system.
- Bank deposit must be prepared and reconciled with the system.

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## **VOID SECONDARY SETTLEMENT**

CSC managers and designees are authorized to void a settlement, provided no transactions are attached to the settlement and no CSRs remain opened for processing on the settlement.

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## **POINTS TO REMEMBER**

- Once a settlement is closed, it cannot be opened again, and no changes can be made.
- CSC settlements must be closed no later than two work days after the date it is opened. (Example: a settlement opened on June 10 must be closed by close of business on June 12.)
- Whenever a settlement cannot be closed on time, CSC management must record and document circumstances, significant problems, or other reasons (system problems, Holidays, etc.) on the settlement's final reports (when available in OnBase) and retain for audit (refer to [CSCOM-1101](#)).
- For information about system reports generated when a settlement is closed, refer to [CSCOM-1101](#).

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