

Original Date: 09/22/1987

Revision Date: 10/10/2020

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DESCRIPTION

CSC Management must ensure an employee's role in MySelect corresponds to the individual's job duties. The Active Tellers Report lists all CSC employees, their Role at the CSC, and whether they have access to VDH or EZPass programs. Access to MySelect inventory, authorization to approve exceptional transactions, and transactional capabilities are based on the security level assigned to an individual.

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DEFINITIONS

The MySelect assigned roles and description of each role is listed below:

MySelect Manager-(Manager) - provides access to all MySelect and CSC functions. The role of "MySelect Manager" shall be assigned to CSC managers, assistant managers, and coordinators.

- **EZ Pass Manager** – also provides access to all EZ Pass functions performed at EZ Pass walk-in centers:
 - Process EZ Pass transactions
 - Collect monies for processed EZ Pass transactions using EZ Pay
 - Perform daily reconciliation.

MySelect Lead Teller/ MySelect Work Leader (LEAD TELLER) - provides access to all MySelect and CSC functions with the exception of maintaining employee access at CSC. MySelect lead teller/ MySelect work leader shall be authorized to perform supervisory customer transactions and all accounting and inventory maintenance functions.

- **EZ Pass Lead Teller/EZ Pass Work Leader** – allows access EZ Pass functions performed at EZ Pass walk-in centers, collect monies for EZ Pass transactions and print daily EZ Pass reports for reconciliation.
 - Process all EZ Pass functions performed at EZ Pass walk-in centers
 - EZ Pay to collect money for EZ Pass transactions
 - Perform daily reconciliation.

NOTE: Lead Tellers and Work Leaders WILL NOT have access to:

- View pending payment card transactions for MySelect tellers
- Transfer transactions between settlements

MySelect Teller - provides access to certain customer transactional functions, excluding supervisory customer transactions. This profile does not have access to supervisory decal management, supervisory inventory management, open/close functions, or any security functions. This profile has access to the report menu.

- **EZ Pass Teller** – also provides access to EZ Pass functions performed at EZ Pass walk-in centers in addition to MySelect teller functions.

IMPORTANT: Manager/Teller access to the VDH program is for those who are VDH Certified. VDH program certifications vary as follows:

- **YES – Phase 1** – CSR has completed all required VDH training and can process **birth certificates**.
- **YES – Phase 2** – CSR has completed all required VDH training and can process **birth, death, marriage, and divorce certificates**.
- **NO** – CSR has not completed VDH training and does not have access to process any vital records transactions.

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CSC MANAGEMENT/DESIGNEE REQUIREMENTS

- **Reactivating and Deactivating employees:**
 - CSC Management is authorized to reactivate and deactivate employees, whose roles are already listed in the system at their CSC user location, as needed by using the "system management tab" in the MySelect system.
- **Report Review & Retention:**
 - CSC Managers are required to print and review the Active Tellers Report monthly and make changes as necessary to ensure the employee's role corresponds to the individual's job duties (including EZ pass and VDH programs.)

- If a discrepancy is found, the CSC Manager must:
 - a. Correct the discrepancy
 - b. Print a new report showing the correction has been done
 - c. Sign the corrected report
 - d. Scan a copy of the signed and corrected report to the District Office for their review.
 - District offices will retain scanned Active Teller Report for 12 months.
 - e. File both reports in the CSC paper Manager's file in accordance with the [CSC Report and Document Retention Table](#) in CSCOM-1101.
- If no discrepancy is found, the CSC manager must:
 - a. Sign the report
 - b. Scan a copy of the signed report to the District office for their review.
 - District offices will retain scanned Active Teller Report for 12 months.
 - c. File in the CSC paper Manager's file in accordance with the [CSC Report and Document Retention Table](#) in CSCOM-1101.

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