

Customer Service Center Operations Manual

Lien Omissions CSCOM-205.2

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DESCRIPTION

Provide guidelines for determining when corrective action should be taken under the Standards of Conduct (SOC) and Performance Action Plan when an employee has omitted a lien from a title. Employees remain accountable for all previous lien omission events, including disciplinary actions, already in their personnel record.

Lien omissions are a serious procedural failure and may cause significant consequence for the agency. The liability of lien omissions needs to be emphasized with all CSR's.

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DEFINITIONS

Lien Omission - This occurs when a processed title leaves DMV without the lien being recorded. If the customer returns the title to the CSC the same day for correction, it will not be considered a lien omission.

Prior Lien Omissions - This occurs when a processed title leaves DMV after being transferred to a new owner or re-titled in the current owner's name in Virginia without the lien being recorded and no lien release or lien satisfaction documentation is included with the transaction documents to prove the previous lien has been satisfied.

Lien Error - This occurs when the incorrect lien information is recorded while processing a title or a lien is placed on a vehicle record when no lien exists on the transaction documents.

Examples of lien error:

- Titles returned by the customer or lienholder due to DMV data entry error, such as misspelling of lien holder name or incorrect address information or incorrect lienholder name.
- Lien recorded to a vehicle record when no lien exists on the transaction documents (i.e., application, title, etc.).
- Titles returned same day for correction due to lien omission.

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BACKGROUND

Lien omissions/prior lien omissions may be discovered by CSC management or representative prior to submission for document imaging, or by lienholders when they realize that a title with lien was never received. If discovered by CSC personnel, management will fax the lien omission and associated title transaction documents to the CSC's district office for tracking. If CSC management is notified by the lien holder of a lien omission, the manager will inquire on ONBASE, print all documents related to the title transaction, and fax the lien omission and associated title transaction documents to the district office for tracking. The district office will record all lien omission events for follow-up.

Lien errors differ from lien omissions. However, they are serious and may be subject to disciplinary actions. Management should always bring all lien errors to the attention of the customer service representative (CSR) who processed the title in error.

For guidelines on correcting and processing lien omissions, refer to [VLIC-3.610](#).

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DETERMINING CORRECTIVE ACTION

CSC management will evaluate and decide what corrective actions will be taken. Management may contact District Manager for consultation. If group notice is issued, the group notice will remain active according to DHRM Policy. Lien omissions will remain active for a period of 1 year. The level of performance deficiency and possible disciplinary action in this area will be determined by CSMA regarding current and expired lien omissions.

Determining whether corrective action should be taken under the SOC and Performance Action if a lien has been omitted depends upon the nature of the behavior and surrounding circumstances. Management will take into consideration the specifics of each individual case allowing the employee an opportunity to respond to the instance.

For example, experienced employees may process a higher number of title transactions, increasing their risk of lien omissions due to higher volumes. Lien omissions are serious, and employees must be held accountable as part of their job performance, regardless of the differing volumes of transactions processed. However, in some cases mitigating circumstances may be reviewed.

Employees conducting document preparation (either remotely or at the CSC) are held accountable to the same degree as employees processing the transaction for any lien and/or prior lien omissions not discovered.

Employees assigned as mentors to employees completing a title review log sheet are held accountable to the same degree as the employee processing the transaction if the lien is omitted or recorded incorrectly.

When management discovers or is notified of an employee lien omission PRIOR to the last counseling session or SOC issuance, refer to [VLIC-3.610](#).

In the event the employee has more than one lien omission that meets the criteria, CSC management must communicate with the District manager to determine the appropriate corrective action.

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OVERVIEW-RESPONSIBILITIES

CSC/DEALER CENTER CSR:

1. Process title transactions efficiently and accurately by carefully reviewing all applications and documents presented for titling to ensure:
 - prior liens are signed off (satisfied) or have an accompanying lien release,
 - current liens are added to the title record at the time the title is processed.

DOCUMENT PREPARER:

1. Prepare the daily work for sending to Document Imaging following the guidelines in [CSCOM-903](#).
2. Ensure liens counted from all titling documents in the daily work match the number of liens reported on reports ([CSCOM-903](#)).
3. Discover lien omission(s).
4. Notify CSC manager of lien omission(s) (refer to [VLIC-3.610](#)).

CSC/DEALER CENTER MANAGEMENT:

1. Add the lien to the vehicle record.
2. Place a vehicle stop on the record.
3. Scan all documentation for the lien omission and associated title transaction to the district office for follow up.

DISTRICT OFFICE:

1. Receive scanned lien omission documents from CSC.
2. Log the date of the lien omission and identifying information for tracking and future follow-up.

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MANAGEMENT RESPONSIBILITIES-DISCIPLINARY ACTION

CSC/DEALER CENTER:

1. Review the Lien Omission policy and performance expectations with each new employee.
2. Track lien omission events, document and record all employee counseling and disciplinary actions taken and scan to the District office.
3. Management will take the following disciplinary action based on the employee classification and the number of omissions that have taken place (For Classified, Wage, and Probationary Employees (unless otherwise noted):

Lien (current or prior) Omission Occurrence	Type of Employee	Management Action Required
1 st	Wage, Classified, and Probationary	<p>Verbal discussion with immediate supervisor.</p> <ol style="list-style-type: none"> Present documentation of the lien omission. Explain the omission. Document that the counseling session was held. Reiterate the importance of properly titling vehicles and the liability to the agency when this is not done properly. Discuss methods to prevent future occurrences. This may include additional training if management determines it is needed. Issue copy of policy in VLIC-3.610 and CSCOM-205.2 Scan all documentation to district office.
2 nd	Wage, Classified, and Probationary	<p>Documented verbal counseling with immediate supervisor.</p> <ol style="list-style-type: none"> Present documentation of the lien omission. Explain the omission. Document that the counseling session was held. Reiterate the importance of properly titling vehicles and the liability to the agency when this is not done properly. Discuss methods to prevent future occurrences. This may include additional training if management determines it is needed. Discuss possible disciplinary actions that may result. Follow-up with email to employee (Keep read receipt). Present a copy of the VLIC titling procedures pertaining to liens to the employee for review. Scan all documentation to district office.
3 rd	Wage, Classified, and Probationary	<p><<<<<REVISION Memo of Substandard Performance between the employee, immediate supervisor, and CSC manager. END REVISION>>>>></p> <ol style="list-style-type: none"> Present documentation of the lien omission. Explain the omission. Obtain signed documentation from employee that counseling session was held. Give a "Memo of Substandard Performance" to the employee. NOTE: If a Memo of Substandard Performance is given, an action plan must be established between the Manager and employee who will include assigning a mentor for a one month period to review and record all title work discrepancies on the Title Review Log Sheet. Reiterate the importance of properly titling vehicles and the liability to the agency when this is not done properly. Discuss methods to prevent future occurrences. This may include additional training if management determines it is needed. Inform employee that a future occurrence may result in disciplinary action under the SOC if a classified (non-probationary) employee. Inform wage/probationary employees that additional lien omissions may result in additional disciplinary action up to termination. Scan all documentation to the district office.
4 th	Classified (non-probationary)	<p>Formal written counseling with immediate supervisor, employee, and CSC manager.</p> <ol style="list-style-type: none"> Issue a GROUP I WRITTEN NOTICE under SOC for unsatisfactory job performance. EXCEPTION: If management determines there are extenuating circumstances and a written notice should not be given for a 4th lien omission, contact the CSMA Director or CSMA Deputy Director for further guidance. Present documentation of lien omission. Obtain signed documentation from employee that counseling session was held. Reiterate the importance of properly titling vehicles and the liability to the agency when this is not done properly.

Lien (current or prior) Omission Occurrence	Type of Employee	Management Action Required
4 th		<ul style="list-style-type: none"> e. Discuss methods to prevent future occurrences. This may include additional training if management determines it is needed. f. Inform employee that a future occurrence may result in additional disciplinary action under SOC. g. Assign a mentor for a period of one additional month to review and record all title work. h. Mitigating circumstances may be considered. NOTE: Mentor (management or designee) will review and record employee's title work for 30 additional days and record discrepancies on the Title Review Log Sheet. i. Scan all documentation to district office.
	Wage and Probationary	Substandard Performance Memo with immediate supervisor. <ul style="list-style-type: none"> a. Present documentation of lien omission. b. Obtain signed documentation from employee that the counseling session was held. c. Reiterate the importance of properly titling vehicles and the liability to the agency when this is not done properly. d. Discuss methods to prevent future occurrences. This may include additional training if management determines it is needed. e. Inform employee that future occurrence WILL result in additional disciplinary action which could include termination. f. Assign a mentor for one additional month to review and record all title work. g. Scan all documentation to the district office.
Additional Omissions	Classified	Additional disciplinary action under SOC with possible termination depending on dates of notices in personnel file.
	Wage	Consult with District Manager regarding additional disciplinary action up to possible termination depending on dates of notices in personnel file.
	Probationary	Consult with District Manager regarding additional disciplinary action up to possible termination depending on dates of notices in personnel file.

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