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[Printer Out of Vital Record Documents](#)[Printer Error](#)[Receiving Vital Record Documents](#)[Storing Vital Record Documents](#)[Transferring Vital Record Inventory](#)[Missing Vital Record Inventory](#)[Unusable Vital Record Inventory](#)[Voiding VDH Transaction](#)[Verifying Vital Record Inventory](#)[Adjusting Physical Inventory](#)

PRINTER OUT OF VITAL RECORD DOCUMENTS

When it is discovered that a printer drawer containing vital records documents is empty or needs to be refilled, CSC management or designee must complete the following:

1. Close the empty pack of vital records documents in the system.
2. Retrieve an unopened pack of vital records documents from the security closet.
3. Open the pack of vital records documents.
4. Review the beginning and ending numbers indicated on the summary label of the vital records document pack.
5. Count EACH document in the pack (ensuring that there are 250 vital record documents in numeric order, matching the pack summary label).
 - If any are missing refer to [Missing Vital Record Inventory](#).
6. Assign pack to a printer in the system.
7. Place ALL vital record documents from the open pack into the designated printer drawer

[Return to top of page](#)

PRINTER ERROR

If a document is damaged after being printed (document is torn, smudged ink, etc.) and the **CSR has processed and closed the transaction**, they must complete the following based on the number of copies printed:

Number Of Copies Printed	Front Counter CSR Requirements
One copy (Initial Transaction Only)	<ol style="list-style-type: none">1. Recall the processed transaction.2. Void the transaction in the system. NOTE: Once a void has been completed in the system, the vital record document associated with the transaction will automatically be voided from CSC inventory.3. Request management override in the system.4. Write "VOID" across the vital record document.5. Re-key the transaction in the system (in accordance with VDH-1.00).6. Scan the voided vital record document in OnBase using the front counter scanner.7. Place voided vital record document in holding file for audit.

Number Of Copies Printed	Front Counter CSR Requirements
More than one copy (Additional Copies)	<ol style="list-style-type: none"> 1. Write "VOID" across the vital record document. 2. Re-key the customer's transaction in the system at "No Fee". 3. Scan the voided vital record document in OnBase using the front counter scanner. 4. Place the voided vital record document in the holding file for audit.

[Return to top of page](#)

RECEIVING VITAL RECORD DOCUMENTS

<<<<<REVISION

CSCs must receive transferred inventory in the MySelect "Inventory Management Console" immediately after verifying the shipment is correct. CSCs must confirm receipt of shipment with Consignment no later than 24 hours after the documents arrive. **END REVISION>>>>>**

CSC MANAGEMENT OR DESIGNEE

1. Receive the shipment of blank vital record documents from Consignment.
2. Open each box of vital record documents and:
 - a. Verify that the number of sealed packs in the box match the number indicated on the ASA-50.
 - If any packs are missing:
 1. Call another manager/designee to re-count the packs received.
 2. Immediately contact the District Office and inform them of the missing vital record documents.
 3. Record on the ASA-50 the actual vital record document serial numbers that were received.
 4. Sign the ASA-50 (both the original verifier and the person re-counting).
 5. Email the noted discrepancies to vault.Consignment@dmv.virginia.gov and district office.
 6. Print and attach the email to the ASA-50.
 - b. Return each of the packs (in order) to the box.
 - c. Reseal the box with packing tape.
 - d. Sign (initials not allowed) and date across the width of the tape (used to reseal the boxes) confirming the verification of actual vital record pack(s) count and serial numbers.
 - e. Mark the box "VDH."
3. Sign and date the ASA-50.
4. Retain the original ASA-50 on file at the CSC (refer to [CSCOM-1101](#)).

<<<<<REVISION

5. Receive inventory in the MySelect "Inventory Management Console". **END REVISION>>>>>**

NOTE: If the documents are entered incorrectly, they must be deleted as an office adjustment (OAJ) and re-entered in the system. Management or designee must print an inventory report, write an explanation of adjustment and store in inventory file in CSC.
6. Lock all the vital record documents received in the security closet. The security closet must remain locked at all times and only authorized personnel may access the vital record documents.
7. Fax the signed and dated ASA-50 (within 24 hours) to Vault Consignment at (804) 367-1742.

[Return to top of page](#)

STORING VITAL RECORD DOCUMENTS

CSCs

After closing each vital record document pack at the end of the day, CSC management is responsible for ensuring all vital record documents are stored in the locked security closet.

Mobile Offices

Mobile Offices cannot keep vital record documents in the mobile office overnight. Mobile Office personnel must ensure that all VDH documents are stored in a secured CSC location during non-business hours in a locked storage box (CSMA Management will direct mobile office personnel on how the vital record documents are to be stored).

NOTE: The passcode on the VDH storage box must be changed every time new management is assigned to a mobile unit.

Mobile Office management or designee must complete the following when storing vital record documents at a CSC:

Mobile Office Management/Designee and Verifier- Storing Vital Record Documents

1. Remove both types of vital record documents from printer (if applicable).
2. Ensure that both the VS15B and VS15C certificates are separately bundled.
3. Print a screen shot for both the VS15B and VS15C vital record certificates on hand.
4. Count remaining vital record documents and ensure no documents are missing.
 - If any are missing, refer to [Missing Vital Record Inventory](#) below.
5. If count matches, both management and designee sign the screen shots showing vital record inventory on hand.
6. Place secured documents and screen shot of inventory in the portable security safe.
 - Ensure that documents are bundled together prior to placing in portable security safe.
7. Lock the portable security safe.
8. Deliver portable security safe to secured CSC location.

Mobile Office Management/Designee- Picking up Vital Record Documents

1. Retrieve vital record documents and previously signed screen shots of VDH inventory from secured location.
2. Open portable security safe.
3. Verify that all vital record documents are accounted for and ensure no documents are missing.
 - If all documents are accounted for retain and sign the screen shot of VDH inventory.
 - If documents are missing, initial report, refer to [Missing Vital Record Inventory](#) below.
4. Place the completed screen shot(s) of inventory in holding file for daily audit.
 - The VDH inventory screen shot(s) must be retained in accordance with [CSCOM-1101](#).
5. Place vital record documents in the mobile office printer(s).

[Return to top of page](#)

TRANSFERRING VITAL RECORD INVENTORY

CSCs are NOT authorized to transfer VDH documents to any other CSC or Mobile Unit.

Mobile offices are authorized to transfer VDH documents in extenuating circumstances (such as mobile unit breakdown, chase car unavailable, etc) only if:

- CSMA Management approves such transfer
- AND**
- The "Vital Records Certificate Paper Transfer and Receive Log" [DL-84](#) is completed with the inventory screen attached and signed by both Mobile Unit management and authorized personnel receiving transfer.

[Return to top of page](#)

MISSING VITAL RECORD INVENTORY

If it is discovered that a vital record document is missing, CSC management must immediately investigate and attempt to determine where the document is located. CSC management must:

1. Review all vital records reports to determine if any serial numbers were issued incorrectly.
2. Ensure the vital record document is not located with the voided documents.

3. Review OnBase to verify the document has not been scanned.
4. Send an email to the district office indicating the vital record document serial number(s) that are missing and include any other details.
 - District Managers will be responsible for notifying CSMA Directors and the CSMA Vital Records Program Manager.
 - The CSMA Vital Records Program Manager will instruct CSC Management of when to modify system inventory.

[Return to top of page](#)

UNUSABLE VITAL RECORD INVENTORY

Vital record documents may be deleted from CSC inventory if it is discovered that the document is torn or unusable and is NOT part of a vital record's transaction.

CSC management/designee must:

1. Delete the vital record document(s) in the system.
2. Write "VOID" across the vital record document.
3. Scan the voided vital record document (using the front counter scanner) in OnBase.
4. Place voided vital record document in holding file for audit the next day.

[Return to top of page](#)

VOIDING VDH TRANSACTION

Voids should not occur except in the most exceptional circumstances (such as a CSC error).

When Void is needed:	Front Counter CSR Requirements:
Before VDH search conducted	<ol style="list-style-type: none"> 1. Recall and void the customer's transaction. 2. Indicate the reason for the void in the system. 3. Return customer's payment for vital record transaction (if applicable).
After a VDH "No Match" search result due to DMV error	<p>If a "no match" search result is returned from VDH, the system will not allow a void to be performed. If it is determined that the transaction was performed in error by DMV (i.e. customer was NOT born in Virginia, etc) complete the following:</p> <ol style="list-style-type: none"> 1. Place an unidentified shortage in the system (referencing the VDH transaction) 2. Return customer's money 3. Scan the voided vital record application (using the front counter scanner) into OnBase (if applicable). 4. Place barcode cover sheet and VDH application in the designated area for document preparation.
After a VDH "match" search result OR ONE birth certificate has been produced	<ol style="list-style-type: none"> 1. Recall and void the customer's transaction. 2. Request management override in the system. IMPORTANT: Management or designee must not authorize the voiding of any VDH transaction once a search has been completed except in the most exceptional circumstances (such as wrong person's birth certificate was printed, etc). 3. Receive management override. 4. Complete void transaction in the system. NOTE: Once a void has been completed in the system, the vital record document associated with the transaction will automatically be voided from inventory. 5. Write "VOID" across any birth document(s) previously printed. 6. Write "VOID" across the customer's application. 7. Return the customer's money (if applicable). 8. Scan the voided vital record document (using the front counter scanner) into OnBase (if applicable). 9. Place barcode cover sheet and VDH application in the designated area for document preparation.
Additional copies requested	<p>If additional copies are requested the system will not allow a void to be performed. If a customer's vital record document has to be reprinted the CSR must:</p>

When Void is needed:	Front Counter CSR Requirements:
	<ol style="list-style-type: none"> 1. Write "VOID" across the vital record document. 2. Re-key the customer's transaction at "No Fee" (in accordance with VDH-1.00). 3. Scan the voided VDH document in OnBase using the front counter scanner. 4. Place the voided vital record document in the holding file for audit. 5. Inform management of the reason and how many vital record documents had to be reprinted at no fee. <p><<<<<REVISION</p> <ul style="list-style-type: none"> • Management must contact the CSMA Vital Records Program Manager by email and inform him of the reason and how many vital record documents had to be reprinted at "No Fee". Include log number and document number. END REVISION>>>>>

[Return to top of page](#)

VERIFYING VITAL RECORD INVENTORY

CSC management must verify Vital Record inventory monthly. CSC Management must:

1. Print an External Agency Inventory Report.
2. Ensure the Vital Record physical inventory matches the External Agency Inventory Report.
3. Adjust Vital Record inventory as needed (see below.)
4. Sign and Date the External Agency Inventory Report when physical inventory and the report matches.
5. Retain in accordance with [CSCOM-1101](#).

[Return to top of page](#)

ADJUSTING VITAL RECORD INVENTORY

If a physical count (weekly, monthly, complying with a random quality review request, etc.) indicates more or less of a vital record document than is reflected on the vital record inventory report, management must adjust inventory in the system to reflect the actual physical count.

CSC Management must:

1. Compare the physical inventory to the inventory report.
2. Determine if the physical inventory count is less or more than what is indicated on the appropriate inventory report:

Physical Inventory is LESS than report indicates	<ol style="list-style-type: none"> 1. Write detailed explanation for each discrepancy on the appropriate inventory report(s). 2. Notify district office of the discrepancy. 3. Follow Missing Vital Records Inventory listed above.
Physical Inventory is MORE than report indicates	<ol style="list-style-type: none"> 1. Write detailed explanation for each discrepancy on the appropriate inventory report(s). 2. Check all consignment shipping documents. 3. Notify district office of the discrepancy and wait for further instruction.