Customer Service Center Operations Manual

Office Change Fund Accountability
CSCOM-703

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Description
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CSC Management- Overage/Shortage Reporting
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DESCRIPTION

This procedure provides guidelines for the maintenance of the office change fund throughout the business day.

CSC Management and/or designee is responsible for:

- Withholding the allotted change fund amount from the total cash and coin everyday and placing it into the security closet for the start of the next business day, and
- Ensuring that the monies in the Office Change Fund are counted and balanced on a daily basis in a responsible, ethical, and security focused manner, and
- Reviewing, monitoring, and following up on all revenue collection discrepancies in their CSC, and
- Taking appropriate disciplinary action in accordance with CSCOM-205.3.

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DEFINITIONS

OFFICE CHANGE FUND - A fund established for use in customer service centers (CSCs) to provide change when customers transact business in cash. Petty Cash Fund monies are advanced to each CSC from the main petty cash fund at Headquarters (HQ) to be used for official DMV business only.

The CSC office change fund is made up of two parts:

1. **Petty Cash Change Fund Box**:
    - Pending allocated reimbursements (must be documented with an approval email from district office with corresponding receipts attached once purchases are made).
    - Loose, bundled or rolled currency and coin that is generally used to make change for CSRs.
    - CSC funds remaining after petty cash bags are made.

2. **Petty cash bags**:
   <<<<<REVISION
    - The use of petty cash bags is optional, and is based on the manager's discretion upon approval from the District Manager.
        - If a CSC Manager chooses to use the petty cash bags, they must be used every day. (E.g. Petty cash bags cannot just be used Monday—Friday, but then not on Saturdays). **END REVISION>>>>>**
    - Used at customer service windows as a change fund to make change for customers transacting business in cash.
    - Assigned to CSC employees at the beginning of each business day for use in making change at the customer service windows by CSC management/designee.
        - One petty cash bag is assigned per CSR.
            - Unassigned bags are locked in the security closet, or other secure location, in the CSC at all times.

      IMPORTANT: To ensure all petty cash bags are used frequently, do not assign a bag to a specific CSR number or a specific customer service window. Petty cash bag assignment should vary from day to day; ensuring bags are rotated, counted, and balanced often.
    - Contain a standard dollar amount (cash and coins) approved by the District Manager and allotted for each petty cash bag.
        - Based on the size of the CSC, customer volume, and type of transactions, CSC Management will:

- Determine the amount of cash allocated from the office change fund for each CSR's petty cash bag,
- Request authorization from the district manager for the petty cash bag allocation amount, and

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- Maintain a record of authorization on file, in accordance with CSCOM-1101, of the amount of money and total number of bags being used to be provided to District Management if requested. **END REVISION>>>>>**

OFFICE CHANGE FUND OVERAGE/SHORTAGE - When the office change fund is counted and the actual amount is greater than (overage) or less than (shortage) the amount designated for that CSC. The actual amount of the office change fund should always equal the designated amount of the office change fund.

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START OF DAY - DAILY OPERATIONS

Management/Designee and another manager/designee witness must:

1. Remove the petty cash change fund and the petty cash bags from the security closet.
2. Ensure the total of the office change fund matches the amount from the count at the close of the LAST business day.
    a. Count each petty cash bag:
        - Verify each bag has the correct cash allocation.
            - If a bag does not have the incorrect cash allocation amount, correct the discrepancy.
                - If the bag is over, return the monies to the petty cash change fund.
                - If the bag is short, remove the monies from the petty cash change fund.
        - Sign (initials not allowed) in the verified by (issuing Persons Signature) field at the top of the Receipts Verification Form (FS-54).

    b. Count the monies in the petty cash change fund (including pending allocated amounts) and make an adding machine tape of the totals.
    c. Initial and date the adding machine tapes.
    d. Compare the adding machine tape totals with those run at the close of the LAST business day.
        - If totals match, destroy prior adding machine tape and replace it with the current adding machine tape.
        - If totals do not match,
            - The witness must physically count the petty cash change fund and make a separate adding machine tape to verify the totals.
        - If the totals still do not match,
            - Attach adding machine tape to the prior adding machine tape.
            - Notify the manager an office change fund unidentified overage/shortage exists.
            - Record the overage/shortage on the CSC Office Change Fund - Deposit Log (CSMA 38), noting the overage/shortage under the Overage /Shortage Information section and then sign.
3. Complete and sign the Monthly CSC Office Change Fund - Deposit Log (CSMA 38).
    - Work date.
    - CSC name and location number.
    - Petty cash allotted amount.
    - Change fund balance.
    - Office change fund overage/shortage, (if applicable).
    - Comments pertinent to the current office change fund balance i.e. overages/shortages, (if applicable).
    - Signature of employee(s) verifying the office change fund.
4. Assign a petty cash bag to each CSR who is working a customer service window.
5. Store the petty cash change fund and additional petty cash bags in a secured location outside the security closet during the day.
    - This will minimize continued access to the security closet.

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DURING THE BUSINESS DAY - DAILY OPERATIONS

Management/Designee must:

1. Provide change when necessary for CSRs processing cash transactions for customers.
2. Collect or receive petty cash bags during the business day that are issued to CSRs.
3. Count the petty cash bag at the time collected/received in the presence of the CSR.
    - If petty cash bag balances,
        - Sign (initials not allowed) in the Petty Cash Receipts Signature field on the CSR's FS 54 to verify that the cash and coin in the petty cash bag equals the allocated amount.
        - Return the FS-54 to the CSR.
    - If the petty cash bag does not balance,
        - Inform CSR of the discrepancy,
        - Collect or return amount needed to make the petty cash bag correct.
        - Count the petty cash monies again to ensure the amount is correct.
        - Sign (initials not allowed) in the Petty Cash Receipts Signature field on the CSR's FS-54 verifying the cash and coin in the petty cash bags equals the allocated amount.
        - Return the FS-54 to the CSR.
    - Make appropriate change in the petty cash bag (if available),
        - Prepare a new FS 54 for the next business day
            - Sign in the Verified By (Authorized Person's Signature) field,
            - Record the total cash and coins contained in the bag in the Petty Cash Total field at the top of the FS-54,
            - Store in a secured location outside the security closet.
3. Count the monies in the petty cash change fund and make an adding machine tape of the totals.
    - The adding machine tapes should be dated and initialed by both parties verifying the petty cash change fund.

    IMPORTANT: Another member of management **must** witness this process and also initial and date the adding machine tape.
4. Compare the adding machine tape totals with the most recently counted total tape.
    - If totals match:
        - Attach adding machine tape to prior adding machine tape.

          NOTE: Adding machine tapes may be destroyed after the office change fund is balanced the next morning and only if the office change fund balances. Anytime the office change fund does not balance, retain the adding machine tapes until the discrepancy is resolved.
    - If the petty cash change fund does not balance,
        - The witness must physically count the petty cash change fund to verify the totals.
            - Make another adding machine tape of the totals
    - If the totals still do not match,
        - Attach adding machine tape to the prior adding machine tape.
        - Notify management an office change fund unidentified overage/shortage exists.
        - Record the overage/shortage on the CSC Office Change Fund - Deposit Log (CSMA 38), noting the overage/shortage under the Overage / Shortage Information section and then sign.
5. Store the petty cash change fund in a secured location outside the security closet during the day.
    - This will minimize continued access to the security closet.

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END OF DAY - DAILY OPERATIONS

Management/Designee and another manager/designee witness must:

1. Count any petty cash bags collected/received at this time in the presence of the CSR.
    - If petty cash bag balances,
        - Sign (initials not allowed) in the Petty Cash Receipts Signature field on the CSR's FS 54 to verify that the cash and coin in the petty cash bag equals the allocated amount.

- Return the FS-54 to the CSR.

- If the petty cash bag does not balance,
  - Inform CSR of the discrepancy,
  - Collect or return amount needed to make the petty cash bag correct.
  - Count the petty cash monies again to ensure the amount is correct.
  - Sign (initials not allowed) in the Petty Cash Receipts Signature field on the CSR's FS-54 verifying the cash and coin in the petty cash bags equals the allocated amount.
  - Return the FS-54 to the CSR.

- Make appropriate change in the petty cash bag from the petty cash change fund (if available),
  - Prepare a new FS 54 for the next business day
    - Sign in the Verified By (Authorized Person's Signature) field,
    - Record the total cash and coins contained in the bag in the Petty Cash Total field at the top of the FS-54,

- Store in a secured location outside the security closet.

2. Count the monies in the petty cash change fund (including pending allocated amounts) and make an adding machine tape of the totals.
   - The adding machine tapes should be dated and initialed by both parties verifying the petty cash change fund.

   IMPORTANT: Another member of management **must** witness this process and also initial and date the adding machine tape.

3. Compare the adding machine tape totals with the most recently counted total tape.
   - If totals match:
     - Attach adding machine tape to prior adding machine tape.

       NOTE: Adding machine tapes may be destroyed after the office change fund is balanced the next morning and only if the office change fund balances. Anytime the office change fund does not balance, retain the adding machine tapes until the discrepancy is resolved.

   - If totals do not match:
     - The witness must:
       - Physically count the monies in the petty cash change fund and make another adding machine tape of the totals.
       - Compare the totals on the adding machine tapes.
         i. If the second count total tape does not match the verifier's total tape, but does match the total tape from earlier in the day, initial and date the adding machine tape and attach to prior adding machine tapes, and go to Step 5.
         ii. If the second count total tape matches verifier's total tape and the petty cash change still does not balance, continue to next step.

4. Determine if the petty cash change fund is OVER or SHORT.
   - If the petty cash change fund is OVER:
     - Verify that the amount of monies in the petty cash bags is correct.
       - If the amount of monies is not correct:
         i. Collect or return amount needed to make the petty cash bag correct.
         ii. Count the petty cash monies again to ensure the amount is correct.

       - If the amount of monies in the petty cash bags is correct:
         i. Remove the amount of the overage from the petty cash change fund, and
         ii. Include the change fund overage along with the CSC's daily revenue collections in the deposit (refer to CSCOM-707).
         iii. Count the petty cash change fund again to ensure the amount is correct.
         iv. Complete the CSMA 38, noting the overage under the Overage / Shortage Information section.

NOTE: Both the verifier and witness must complete the CSMA 38.

v. Notify the CSC Manager/Designee of the overage, who will input the overage into the system.

- If the petty cash change fund is SHORT:
  - Verify that the amount of monies in the petty cash bags is the correct.
    - If the amount of monies is not correct:
      i. Collect or return amount needed to make the petty cash bags correct.
      ii. Count the petty cash monies again to ensure the amount is correct.

    - If the amount of monies in the petty cash bags is correct:
      i. Remove the amount of the shortage from the CSC's daily revenue collections and place it in the petty cash change fund to ensure the office change fund matches the allocation amount.

      IMPORTANT: Once established and funded by the petty cash fund at HQ, the office change fund amount remains constant and is not replenished with monies from a source other than the CSC's daily revenue collections.

      ii. Count the petty cash change fund again to ensure the amount is correct.
      iii. Complete the CSMA 38, noting the overage/shortage under the Overage / Shortage Information section.

      NOTE: Both the verifier and witness must complete the CSMA 38.

      iv. Attach the adding machine tape to the prior adding machine tape.
      v. Notify the CSC Manager/Designee of the shortage, who will input it into the system.

5. Secure the petty cash change fund and the petty cash bags in the security closet for the next business day.

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CSC MANAGEMENT OVERAGE/SHORTAGE REPORTING

When the office change fund does not balance a CSC Manager/Designee must:

1. Ensure the office change fund matches the CSC's change fund authorized allocations.
2. Record all overage or shortage entries in the system,
   - CSC management/designee must record the overage/shortage in the system under their login ID following the guidelines for **Office Change Fund Unidentified Over/Short Entry**, refer to online help manual.
   - The system allows office change fund overages and/or shortages to be keyed under only one login ID for the day.
3. Ensure all pertinent over/short details are recorded on the CSC Office Change Fund - Transfer of Custody Log (CSMA 38).
   - Record overages and shortages as they occur, or are discovered.

     IMPORTANT: CSCs DO NOT maintain any type of "reserve" or "slush" fund, separate from the main office change fund and daily revenue collections. Any currency, coin, checks, and charges, along with discovered over or short discrepancies, must be accounted for and recorded in the system.
4. Report monthly all over/short events on the Over/Short Report spreadsheet located in the district's shared folder on the G: Drive.
5. Submit any unidentified overages or shortages ($25.00 or more) to the District Office
   - Complete the Overage/Shortage Notification form (CSMA 45) and attaching it to an email.
6. Immediately report any unusual or suspicious activities.

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DISTRICT MANAGER REPONSIBILITY

1. When CSC management reports overages or shortages that exceed $25.00, determine the level(s) of correction action(s) deemed necessary, based on the amount of the overage/shortage that exceeds $25.00, from the actions below:
    - Overage:
        a. Require a documented explanation from the CSC manager detailing the events prior to the discovered overage,
        b. The name of the custodian of the office change fund at the time the overage was discovered.
        c. A copy of the CSMA 38 for that day.
        d. Counseling with the CSC manager.
    - Shortage:
        a. Require a documented explanation from the CSC manager detailing the events prior to the discovered shortage,
        b. The name of the custodian of the office change fund at the time the shortage was discovered.
        c. A copy of the CSMA 38 for that day.
        d. Counseling with the CSC manager,
        e. An investigation by the district manager.
        f. A request for an investigation by ISO.

    NOTE: Based on the amount and seriousness of the discrepancy, the District Manager has the authority to seek further disciplinary actions.
2. Request an over/short report via KIES by district if necessary.
3. Retain a file containing all documentation of the occurrence, any disciplinary action taken, and resolutions (if applicable).

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