

Customer Service Center Operations Manual

Deposit Ticket/Bank Deposits
CSCOM-707

Original Date: 07/15/1991

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DESCRIPTION

<<<<REVISION

This procedure provides CSC guidelines for CSC management /designee(s) to prepare daily revenue collections and complete bank deposits. **END REVISION>>>>**

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BACKGROUND

Bank deposit errors take a great deal of employee time to correct, involving the Treasury, DMV HQ Cashiers Office, and Financial Analysis and Reconciliation (FAR). CSC management will be held accountable for errors in bank deposits.

Bank deposits must be processed by management and/or a key holder. Another member of management and/or a key holder must witness this process. If the bank deposit does not balance, the witness must physically count the deposit to verify the total.

Deposits must be prepared and sealed at the end of the same business day for which the funds were collected (i.e. transactions processed 12/17/19, bank deposit prepared and sealed at close of business 12/17/19).

EXCEPTION: DMV Selects must refer to the "Bank Deposit Preparation" (dated 01/02/2020) directive for further guidance.

When a CSC must change the bank where they make check and cash deposits, as outlined in [Changing Banks for CSC Deposit Account or Petty Cash Fund Checking](#), CSC management must complete a "Bank Change Request" ([FMS-106](#)) and scan it to the Comptroller of DMV in Financial Management Services or mail it to Richmond HQ. The FMS-106 must be submitted 35 days in advance of the requested change date. The bank change can only be implemented after the approved FMS 106 is returned to the CSC.

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CSC MANAGEMENT FUNCTIONS—RECONCILING DAILY REVENUE:

1. Request "**List Revenue Activity**" report from the system.
2. Deposit preparer:
 - Reconciling cash and checks:
 - a. Run an adding machine tape on the bundle of checks.
 - b. Separate cash money by denominations.
 - c. Count all coins and place in a coin envelope. Indicate total on outside of envelope.
 - d. Count deposit and run an adding machine tape showing the grand total of the deposit broken down by coins, cash, and checks.
 - e. Match grand total of money against total on the "**List Revenue Activity**" report.
 - f. Reconciling debit/credit card totals:
Print a "**List Revenue Activity Report**" from MySelect.
 - g. View or print the **Debit/Credit Card Activity Report** from MySelect.
 - DMV Connect views the credit card report in **Converge**, not to the **Debit/Credit Card Activity Report**.

- h. Match the **"List Revenue Activity"** credit card grand total against the total on the **"Debit/Credit Card Activity Report"** (Converge credit card report for DMV Connect).
 - If totals match, continue preparing the deposit.
 - If totals do not match:
 - i. Review and compare credit card totals for each CSR in mySelect against those listed on the **"Debit/Credit Card Activity Report"** (Converge credit card report for DMV Connects).
 - ii. Identify the CSR with discrepancies.
 - iii. Review and compare credit card transactions for that CSR against those listed on the **"Debit/Credit Card Activity Report"** (Converge credit card report for DMV Connect).

IMPORTANT: CSC Management is responsible to correct credit card discrepancies before the system is closed out.

3. Deposit Witness:

- Witness the preparation of the deposit being processed by preparer.
 - Match report totals against the tape run by the deposit preparer to ensure deposit amounts match each other. **END REVISION>>>>>**
 - If the deposit does not balance, physically count the deposit to verify total.
 - If the deposit still does not balance, refer to [CSCOM-706](#)
 - If the deposit balances, continue to next step.

- 4. Make photocopy of the check and total deposit adding machine tapes.
- 5. Deposit preparer and witness must initial both sets of adding machine tapes to certify that counts were verified and totals match.
- 6. Attach one check total adding machine tape to the front of the bundle of checks.
- 7. Attach one total deposit adding machine tape, broken down by coins, cash, and checks to the front of the deposit bundle.

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CSC MANAGEMENT FUNCTIONS—PREPARATION OF DEPOSIT TICKET:

- 1. Deposit Preparer: complete the deposit ticket in its entirety.
 - Ensure all transactions are processed or voided by the end of business day
- 2. Deposit preparer and witness must sign the deposit ticket.
- 3. Photocopy the deposit ticket (if additional duplicate carbon copies are not available).
- 4. Enter the deposit information into the system.
- 5. Attach the copy of the deposit ticket and the photocopy of the check and deposit total adding machine tapes to the **"List Revenue Activity Report."**
- 6. Retrieve the plastic tamperproof bag.
 - Each CSC must have a supply of sequentially numbered tamperproof clear plastic bank bags that come packaged in numerical order. The bags are to be used sequentially from the lowest to highest control number.
- 7. Place deposit ticket, cash, money orders and checks in plastic tamperproof bank deposit bag.
- 8. Peel off deposit bag numbered liner over sealing strip (displaying bag number) and attach it to the "List Revenue Activity Report."
- 9. Seal bank deposit bag.
- 10. Record all required information on the Monthly CSC Office Change Fund Deposit Log ([CSMA 38](#)), and in the log book provided by the armored car service (if applicable):

- o Current Date
 - o Amount of Deposit
 - o Control Number of Deposit Bag Used
 - o Reasons for missing, voided, or destroyed bags in the “Comments” section.
- a. If the deposit bag must be opened after the bag is sealed (i.e., audited by Internal Audit, bag sealed prematurely, etc.), record the control number of the voided tamperproof deposit bag and the reason on the [CSMA 38](#).
- o Verified and sealed CSC deposits that are selected for audit by Internal Audit must be opened, counted, verified, and resealed in the presence of CSC management or management designee.
- b. Retain the [CSMA 38](#) and/or the armored car service log in accordance with the Document Retention Table ([CSCOM-1101](#)).
11. Lock bank deposit bag in office safe until bank bag is picked up by armored car service or carried to bank by authorized DMV personnel.
- Authorized DMV personnel must ensure that the money is deposited by 2:00 PM the next business day, if armored car service is not available. Depositor must initial the Depositor Initials space provided on the [CSMA 38](#) after completing bank deposit.
 - Customer Service Center personnel must not allow unsuccessful reconciliation to prevent making a deposit to the bank or armored car service.
- <<<<<REVISION**
- CSCs using armored car service must notify the District Manager and Procurement any time a deposit is late due to a late pickup (a contract violation) by the armored car service. **END REVISION>>>>>**

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CSC MANAGEMENT FUNCTIONS—SYSTEM CLOSEOUT REQUIREMENTS:

- <<<<<REVISION**
1. Verify revenue collections were entered into the system and close the office. **END REVISION>>>>>**
 2. To close settlements refer to [CSCOM-104](#).

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