

## LIABILITIES FOR RANDOM QUALITY REVIEW REQUESTS

Revised: 07/01/2019

LIABILITIES FOR RANDOM QUALITY REVIEW REQUESTS TABLE			
DRIVER WORK	VEHICLE WORK	CSC INVENTORY	OTHER GOVERNMENT SERVICES
LIABILITY 1 Guidelines for Review	LIABILITY 1 Guidelines for Review	Identified LIABILITIES	LIABILITY 1 - DGIF Transactions Guidelines for Review
<p>&lt;&lt;&lt;&lt;&lt;REVISION</p> <p>1. Ensure proof of legal presence is reviewed and recorded in the system by document verifier. <b>END REVISION&gt;&gt;&gt;&gt;&gt;</b></p> <p><b>NOTE:</b> CSC manager will delay document preparation until AFTER Quality Review Requests are processed.</p>	<p>1. Review each original titling transaction to ensure odometer disclosures are present and accurately recorded</p> <p>2. Ensure all necessary signatures are present on the following transaction documents:</p> <ul style="list-style-type: none"> <li>Title (or other proof of ownership document)</li> <li>Reassignments</li> <li>Bills of sale and/or buyer's order</li> <li>Odometer disclosure statements (if a separate document)</li> <li>Other</li> </ul>	<p>1. Decals (month, year)</p> <p>2. Plates (standard issue, reserve)</p> <p>3. Title documents</p> <p>4. VIN plates</p> <p>5. Overload permits</p> <p>6. Dealer temp tags</p> <p>7. Multi use tags</p> <p>8. IFTA Inventory</p> <p>9. VDH Inventory</p> <p>10. EZ Pass Transponders (if applicable)</p>	<p>1. (Prior to review) Log into DGIF point of sale (POS) system and print the transaction report for the designated time period.</p> <p>2. Review vehicle transaction report in the system.</p> <p>3. Review ALL DGIF transaction processed for identified time period.</p> <p>4. Compare DGIF POS transaction report to the vehicle transaction report</p> <p>5. Ensure all transactions listed in the DGIF POS report have corresponding revenue collected under DGIF on the system vehicle transaction report.</p> <p>6. Ensure revenue collected for DGIF transactions on the system's vehicle transaction report has a corresponding transaction on the DGIF POS transaction report.</p> <p>7. Verify CSRs processing transactions</p>
LIABILITY 2 Guidelines for Review	LIABILITY 2 Guidelines for Review	Inventory LIABILITY Guidelines for Review	LIABILITY 2- VDH Transactions Guidelines for Review
<p>1. Ensure the following are recorded on the customer's application when required by the transaction:</p> <ul style="list-style-type: none"> <li>Knowledge test results (when required)</li> <li>Vision screening (when required)</li> </ul> <p>2. Reconcile CSMA Motor Vehicle Skills Test Log CSMA 664 with system to ensure all road skills tests logged on the form were recorded accurately in the system</p>	<p>1. Review each original titling transaction to ensure sales and use tax (SUT) as recorded on application matches the SUT shown in the system.</p>	<p>1. Just prior to review, print all Quarterly Inventory Reports.</p> <ul style="list-style-type: none"> <li>Ensure the "begin date" is the date of last Quality Review performed.</li> <li>End date is the day review is being performed.</li> </ul> <p>2. Perform on-hand verification of requested high LIABILITY inventory</p> <p>3. Reconcile with Inventory Activity Reports</p> <p>4. Record Discrepancies on reports</p> <p>5. Adjust system inventory to account for discrepancies</p> <p>6. Record LIABILITY discrepancies on Quality Review Discrepancy Report (<a href="#">CSMA 40</a>)</p> <p>7. Record other identified miscellaneous discrepancies in the miscellaneous section of the <a href="#">CSMA 40</a>.</p>	<p>1. Review the "Vital Records Activity Report" and:</p> <ol style="list-style-type: none"> <li>Ensure that the number of VDH serial numbers issued balance to the number of VDH certificates printed.</li> <li>Ensure all applications (match and no match) are accounted for.</li> </ol> <p>2. Ensure that <b>EVERY</b> application contains: complete requestor information, registrant information, reason for request, relationship to the registrant (if not self), approved identification documents presented for birth certificate, requester's signature, and attached photocopies of secondary identification documents and required supporting documentation.</p> <p>3. Ensure the control number listed as voided on the report matches the physical document and verify the voided documents are available in OnBase.</p> <ul style="list-style-type: none"> <li>If it is discovered that a vital record document should have been voided, management must: <ol style="list-style-type: none"> <li>Print an inventory report and note the</li> </ol> </li> </ul>

## LIABILITIES FOR RANDOM QUALITY REVIEW REQUESTS

Revised: 07/01/2019

LIABILITIES FOR RANDOM QUALITY REVIEW REQUESTS TABLE			
DRIVER WORK	VEHICLE WORK	CSC INVENTORY	OTHER GOVERNMENT SERVICES
		<p>8. Research and record explanation for discrepancies on <a href="#">CSMA 40</a> CSC manager or designee performing the review signs to certify <a href="#">CSMA 40</a>.</p>	<p>reason the document was not voided and attach it to the <a href="#">CSMA 40</a>.</p> <p>b) Void the VDH document in accordance with <a href="#">CSCOM-304</a>.</p> <p>c) Scan voided vital record document on front counter (if not already completed)</p> <p>4. Ensure all applications needing additional review by VDH have been scanned into OnBase. Document all discrepancies in MySelect for QRT along with any comments.</p>
LIABILITY 3 Guidelines for Review	LIABILITY 3 Guidelines for Review	Inventory Maintenance Guidelines	
<p>1. Verify applications and ensure the correct (REAL ID and Non-Compliant) credentials have been issued to customer.</p> <p>2. Verify all REAL ID credential proof documents have been scanned and are legible in the system.</p> <p>3. Review applications (and other required Documentation) for the following signatures:</p> <p style="text-align: center;">&lt;&lt;&lt;&lt;&lt;REVISION</p> <ul style="list-style-type: none"> <li>Customer</li> <li>Customer Service Representative (CSR) <b>END REVISION&gt;&gt;&gt;&gt;&gt;</b></li> </ul>	<p>1. Verify that all required supporting documentation for original titling transactions are attached to the application:</p> <ul style="list-style-type: none"> <li>Affidavit in Lieu, etc.</li> <li>Title document (or ownership document)</li> <li>Reassignments</li> <li>Bills of sale and/or buyer's order</li> <li>Power of attorney</li> <li>Other</li> </ul>	<p>1. DO NOT overstock inventory.</p> <p>2. Maintain only one opened package of current month decals in the miscellaneous cart.</p> <p>3. Authorized Persons will assign decals to the miscellaneous cart when depleted.</p> <p>4. Packaging which is opened or has been compromised in anyway requires every item in the package to be counted.</p>	
LIABILITY 4 Guidelines for Review	LIABILITY 4 Guidelines for Review		
<p>1. CSC manager reconciles the CSMA Motor Vehicle Skills Test Log (CSMA 664) with the system to ensure:</p> <ul style="list-style-type: none"> <li>All road skills tests logged on the form were recorded accurately on the system.</li> </ul> <p>2. CSC manager (and DM, when requested) check the work sample to ensure:</p> <ul style="list-style-type: none"> <li>Road skills tests were actually given when required by the transaction (DRL/COM, etc.).</li> </ul>	<p>1. Reconcile the total number of original titles issued to the "Original Titles Processed" count on the Document Activity Report by counting applications and matching the count to the report.</p>		

## LIABILITIES FOR RANDOM QUALITY REVIEW REQUESTS

Revised: 07/01/2019

LIABILITIES FOR RANDOM QUALITY REVIEW REQUESTS TABLE			
DRIVER WORK	VEHICLE WORK	CSC INVENTORY	OTHER GOVERNMENT SERVICES
<b>NOTE:</b> Unless 18 or under and has completed an approved driver's ed. course; or for CDL applicants have been tested by an approved 3rd party tester.			