

Customer Service Center Operations Manual

CSC Management Reports Review CSCOM-207

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DESCRIPTION

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CSC management will review specified Inventory, Transaction, and Exception reports within 3 days of the work date to identify unacceptable use of exceptional transactions and unusual trends. **END REVISION>>>>>**

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DEFINITIONS

Exceptional Transaction – A transaction with an outcome that is irregular or outside what is considered a normal outcome.

- Fee exceptions are considered exceptional transactions UNLESS the transaction is programmed to process at no fee.
- Examples of exceptional transactions are:
 - Processed transactions that result in “no fee” to the customer due to a system code entered by a customer service representative (CSR) to process the transaction. The KIES report provides data on driver, license plate, and decal no fee reissues.
 - Revenue collection overages or shortages to the CSR's cash drawer (balance due does not match revenues collected).
 - Title tax exempted (customer exempted from payment of tax on purchase of vehicle) or title tax adjustment (adjustment to the original total tax charged on vehicle purchase).
 - Addition, deletion, or removal (compliance) of vehicle or customer “STOPS” from the record Stop indicators are placed on records to prevent certain customer transactions from being processed.
 - Title HELD indicators that are added, removed, or changed. A title HELD is placed on a title record to prevent the paper title from printing. A title prints in the CSC and is given to the owner if no lien exists on the vehicle, or prints in overnight batch at HQ if a lien exists and is mailed to the lienholder.

ID/LP/Residency/SSN Maintenance Screen (CUIDNM) - The system screen used to enter any documents presented as proof of a customer's primary and secondary identity, legal presence, residency and social security number (SSN) when processing driver's license/ID card transactions.

Compliance Money Correction (CMC) – An identified shortage reason code used when a CSR erroneously complies a customer record.

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CSC MANAGEMENT REQUIREMENTS

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1. Review the appropriate report.
 - a. Reports must be reviewed within 3 days of the work date. **END REVISION>>>>>**
2. If any discrepancies exist, add a note on the applicable report indicating the findings.

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REPORTS TO BE REVIEWED

Inventory Reports

- Document Activity
 - Review to ensure number of titles issued matches number of document serial numbers used.
- Vital Record Activity
 - Check to ensure number of birth certificates issued matches the amount of secure documents used.
 - Monitor transactions that were voided after query and a match was found to ensure the transaction was rekeyed, and, if not rekeyed, why the void was performed.

Transaction Reports

- Miscellaneous Transaction
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 - Review correct revenue transactions, verify Compliance Correction transactions have been processed when a Compliance Money Correction shortage code is used and CUIDNM transactions. **END REVISION>>>>>**

Exception Reports

Exceptional Transaction – A transaction with an outcome that is irregular or outside what is considered a normal outcome.

- Inventory and Title Documents
 - Review deleted inventory transactions (voids).
- Fee Exception and Over/Short
 - Review all fee exceptions and overages and shortages to include CMC shortages, ensure CSR processed a compliance correction transaction to place the customer back under suspension.
IMPORTANT: Fee exceptions are considered exceptional transactions UNLESS the transaction is programmed to process at no fee.
- Void Transactions
 - Review transactions that were voided after the transaction was processed.
- Overrides/Special Authorizations
 - Review all transactions for which an override/special authorization was performed.
- Stop Change/Delete
 - Review all stops that were changed or deleted.

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CONTACT

For additional information contact:

- CSC Manager/Assistant Manager

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