

## Customer Service Center Operations Manual

### CSC Manager/District Manager Reports CSCOM-209

**Original Date:** 06/25/2006

**Revision Date:** 10/10/2020

#### DESCRIPTION

Provides a summary listing of reporting requirements and reporting periods for Customer Service Center (CSC) managers and district managers.

CSC managers must complete all required reports accurately and on time, according to the reporting periods as indicated for each item below.

CSC Manager Reporting Summary			
Employee Reports	Source	Reporting Period	Report To
Probationary Progress Review	<a href="#">HRO 30</a>	As needed	District Office/ HR
Termination of Employment Checklist	<a href="#">HRO-14</a>	As needed	District Office / HRO

CSC Operational Reports	Source	Reporting Period	Report To
Credit Card Statement		Monthly	Retain on File/ District Office
Quality Review Request	Field Operations	Randomly-as requested	Retain on File
Discrepancy Summary ( <a href="#">CSMA 40</a> ) Driver/Vehicle	<a href="#">CSCOM-903</a>	Daily	Retain on File
Quality Review Discrepancy Summary ( <a href="#">CSMA 40</a> ) with attached QRT View Liability screen and other required transaction documents	<a href="#">CSCOM-903</a> <a href="#">CSCOM-904</a>	As needed	District Manager
Over/Short Report (G: Drive)	<a href="#">CSCOM-205.3</a>	Monthly - Complete & notify on or before the 5th of following month.	
Overage/Shortage Notification ( <a href="#">CSMA 45</a> )	<a href="#">CSCOM-205.3</a> <a href="#">CSCOM-208</a> <a href="#">CSCOM-703</a> <a href="#">CSCOM-706</a>	As needed	Retain on File/ District Office
Point Sheets/ Customer Letters		As needed	District Office
Lien Omissions	<a href="#">CSCOM-205.2</a>	As needed	Retain on File
Security Codes	<a href="#">CSCOM-204</a>	As needed	Retain On File
CSC Physical Security-Access Report Emp.	<a href="#">CSCOM-204</a>	As needed	Retain On File
CSC Physical Security-Access Report Other Essential Personnel	<a href="#">CSCOM-204</a>	As needed	Retain On File
Universal Enrollment Services (UES) Sign in Sheets (UES is located only in selected DMV service locations)	Selected UES Office locations (refer to <a href="#">UES-1.00</a> )	As needed	Retain On File in UES office safe

District Managers must complete all required reports accurately and on time, according to the reporting periods as indicated for each item below.

District Manager Reporting Summary			
CSC Operations/Accountability Reports	Source	Reporting Period	Report To
Vacancy Report Updates	CSC	Weekly	CSMA / Director Field Operations
Quality Review Discrepancy Summary (CSMA 40) (report only significant findings)	<a href="#">CSCOM-903</a> <a href="#">CSCOM-904</a>	As needed	Director Field Operations at District Manager's Meeting
Unidentified Shortage Report		Monthly	CSMA/ Director Field Operations
District Recap		Weekly	CSMA/ Director Field Operations
Disciplinary Actions		As Needed	CSMA/ Director Field Operations
Management Performance Evaluations		As Needed	CSMA/ Director Field Operations
Credit Card Statement		Monthly	Director Field Operations
ATBAS Automated Telecommunications Billing Approval System	FMS/VTs	Monthly	VTs - Voice Technology Services

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