

# Customer Service Center Operations Manual

## Maintaining Titles, Plates, and Decal Inventory CSCOM-301

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### ISSUING DECALS FROM MISCELLANEOUS CART

Decals are automatically issued from the miscellaneous cart whenever the type of decal assigned is not assigned to the processing CSR. Depending upon the size and configuration of the CSC, there may be multiple miscellaneous carts available.

CSC management should consider assigning each CSR a pack of decals for the current month, current year and subsequent years, giving the CSR access to the highest volume decals without having to retrieve inventory from the miscellaneous cart). CSC management should ensure the miscellaneous cart contains a pack of decals for all months available for processing.

The miscellaneous cart must be inventoried on a weekly basis in accordance with [CSCOM-601](#). Anytime there are signs of fraudulent activity, management must notify the district manager.

- Management shall assign the following decals to the miscellaneous cart in the system (excluding IFTA/IRP), but ensure that each item is maintained either in a locked area outside of the security closet or in the security closet:
  - Rental decals,
  - Year decals,
  - Vehicle Identification Number (VIN) plates,
  - Overload Permits,
  - IFTA/IRP decals.
- Month decals and handicap placards may continue to be kept in an unlocked cart during the business day.

The front counter CSR, when issuing decals from the miscellaneous cart must:

1. Process the transaction that will issue decal(s).
2. Review the decal(s) assigned by the system.
  - The system will issue the appropriate decal type and serial number from the miscellaneous decal cart inventory and display it.
3. Retrieve the assigned decal(s) from the miscellaneous cart, or for decals which must be locked in a secured area, request CSC management or designee retrieve appropriate decals with matching assigned numbers from the security closet.
4. Verify the physical decal type and serial number with the decal type and serial number displayed on the screen.
5. Collect appropriate fee(s) for the transaction processed.
6. Issue decal(s), along with any other issued products (if applicable), to the customer.

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### OUT OF DECALS

#### Front Counter CSR (request decals)

1. Close and lock cash drawer.
2. Request new supply of decals from management or designee.
3. Receive decals from management or designee.
4. Check decal counts and serial numbers of decals assigned in the system.
  - a. If the assignment is CORRECT:
    - i. Verify the decals in the system.
  - b. If the assignment is INCORRECT:
    - i. Do not verify decals.
    - ii. Return decals to management or designee for correction.

**NOTE:** Management or designee will receive decals from CSR, make correction of assignment, and return decals to the CSR for verification.

#### Management/Designee

1. Inquire in the system to determine the next available decal series to be assigned.
2. Retrieve appropriate decals from secured area and check decal counts and serial numbers against inventory displayed on screen.
3. If correct, assign to the CSR in the system.
4. If the CSR returns their decals because the assignment is incorrect in the system, correct the assignment and return decals for verification.

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### RECEIVING TITLES, LICENSE PLATES, AND DECAL/PERMIT/VIN PLATE INVENTORY TITLES

#### <<<<<REVISION

CSCs must assess every delivered title box for tampering BEFORE accepting delivery of titles. If it is discovered that the shipping box is damaged, opened, or displays signs of tampering, the CSC must

- Take photos of the delivered boxes, taping, and inventory labels before opening,
- Check that 5 unopened packs of titles exist in each damaged box,
- Request the delivery driver to note any missing/damaged boxes and/or title packs in the delivery log,
- Accept delivery. **END REVISION>>>>>**

CSCs must verify the title document shipment received is correct and enter the documents into the system inventory immediately. CSCs must confirm documents with Consignment no later than 24 hours after the documents arrive. CSC management or designee MUST:

1. Receive shipment of title documents from Consignment (or another CSC).
2. Review each box and determine if the title counts and serial numbers posted on the outside of the boxes match the title counts and serial numbers on the ASA-50.
  - a. If the counts match, continue to step 3
  - b. If the counts do not match:

#### <<<<<REVISION

- Take photos of the title counts and serial numbers posted on the outside of the boxes.
- Call another manager or designee to re-count the boxes received.
- Immediately contact the district manager and inform them of the missing title documents.
  1. The District Manager must notify the Law Enforcement Division (LED) via email at [enforcement@dmv.virginia.gov](mailto:enforcement@dmv.virginia.gov) for missing titles.
- Record on the ASA50 the actual title document serial numbers that were received.
- Email the noted discrepancies and photos to [vault.Consignment@dmv.virginia.gov](mailto:vault.Consignment@dmv.virginia.gov).
  - Emails must originate from a DMV email address, not a personal address. **END REVISION>>>>>**
- Print and attach the email to the corrected ASA-50.
- Stop here until advised by consignment.

3. Number the boxes "1 of XX", "2 of XX", etc with permanent marker until all boxes of the received shipment are numbered.

#### <<<<<REVISION

4. Open each box of title documents and:
  - a. Verify there are five sealed packs of titles per box (200 in each pack, totaling 1,000 titles per box).
    - If any packs or control numbers are missing or misnumbered:
      1. Take photos of the received stock.
      2. Call another manager or designee to re-count the boxes received.
      3. Immediately contact the district manager and inform them of the missing or misnumbered title documents.
        1. The District Manager must notify the Law Enforcement Division (LED) via email at [enforcement@dmv.virginia.gov](mailto:enforcement@dmv.virginia.gov) for missing titles.
      4. Record on the ASA50 the actual title document serial numbers that were received.
      5. Email the noted discrepancies and photos to [vault.Consignment@dmv.virginia.gov](mailto:vault.Consignment@dmv.virginia.gov).
        - Emails must originate from a DMV email address, not a personal address.

6. Print and attach the email to the ASA-50. **END REVISION>>>>>**
  - b. Number the title packs "1 of 5", "2 of 5", etc. with permanent marker until all 5 packs are numbered.
  - c. Return each of the five packs (in order) to the box.
  - d. Reseal the box with packing tape.
  - e. Sign and date across the width of the tape (used to reseal the boxes), confirming the verification of actual title document count and serial numbers. If any packs are missing, both persons verifying the titles will sign their names across the width of the tape used to reseal the boxes.
5. Verify the serial numbers of titles received on the ASA-50 or system screen print (if receiving title documents from another CSC), and sign and date the form. If any boxes/packs are missing, both persons verifying the titles must sign the ASA-50.
6. Fax the signed and dated ASA-50 (within 24 hours) to the Vault Consignment Section at (804) 367-1742.
7. Retain the original ASA-50 or system screen print (if receiving title documents from another CSC) on file at the CSC (refer to [CSCOM-1101](#)).  
**<<<<<REVISION**
8. Enter the title documents into the system inventory. Only enter the title numbers received. If there are missing title numbers, do not enter those numbers in the system. **END REVISION>>>>>**  
**NOTE:** If the title documents are entered incorrectly, they must be deleted as an office adjustment (OAJ) in the system and the title documents must be re-entered.
9. Lock all title documents received in the security closet. The security closet must remain locked at all times and only authorized personnel may access the title documents.  
**<<<<<REVISION**
10. If missing titles are found, request the District Manager to send LED an email informing them of the discovery.  
**NOTE:** Missing title inventory will not be replaced. **END REVISION>>>>>**

#### **LICENSE PLATES, DECALS, PERMITS, VIN PLATES**

CSCs must verify the shipment received is correct and enter received license plates, decals, permits and VIN plates into the system inventory immediately. CSCs must confirm counts with consignment no later than 24 hours after the inventory arrives. CSC management or designee must:

1. Receive inventory from Consignment or transferred from another CSC.
  - a. For Consignment shipments of License Plates:
    - Advise the UPS driver that procedure is to count the boxes before providing a name or signature accepting delivery.
      - Count the boxes for verification and compare them to the number of boxes the driver states should be there. If the counts do not match, inform the driver that the procedure is to report the discrepancy to DMV HQ by 12:00 noon the next day. (This allows the driver time to locate and deliver the missing box(es)).
2. If license plate, decal, permit and VIN plate counts and series numbers shipped from Consignment or transferred from another CSC are correct:
  - a. For Consignment shipments:
    - Sign and date the license plate or decal order acknowledgement received with the shipment.
    - Fax the signed and dated license plate or decal order acknowledgement within 24 hours to Consignment at:
      - 804-367-1280 OR
      - 804-367-1096
    - Retain at the CSC (refer to [CSCOM-1101](#)).
    - Enter license plates, decals, permits, and/or VIN plates into the system inventory.
  - b. For license plate, decal, permit, and VIN plate transferred from another CSC:
    - Sign the Plate/Decal Transfer form [ASA 42](#) that comes with the inventory shipment.
    - Retain the signed and dated [ASA 42](#) at the CSC (refer to [CSCOM-1101](#)).
    - Enter license plates, decals, permits, and/or VIN plates into the system inventory.
3. If the counts or series numbers shipped **from Consignment** are incorrect or badly damaged and the items received are:

ITEM RECEIVED:	Steps Required
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ITEM RECEIVED:	Steps Required
<b>License Plates</b>	<p>a) Send an email to <a href="mailto:decals@dmv.virginia.gov">decals@dmv.virginia.gov</a> and always include the location number, sender name, and the packing slip plate order number (when available) in the body of the email. A response should be received within 24 hours. If an immediate response is necessary, after sending your email, contact the <a href="#">Special Registration</a> work center.</p> <ul style="list-style-type: none"> <li>• Use the following subject line for the discrepancy/issue that applies <ul style="list-style-type: none"> <li>i. SUBJECT: <b>MISSING PACKING SLIP</b></li> <li>ii. SUBJECT: <b>MISSING BOX/PLATE</b> – Identify the missing item(s) and provide details</li> <li>iii. SUBJECT: <b>INCORRECT PLATE ORDER</b> – Provide a detailed explanation</li> <li>iv. SUBJECT: <b>PLATES DAMAGED</b> – Provide details and identify which series in the shipment are damaged</li> <li>v. SUBJECT: <b>ORIGINAL BOX BADLY DAMAGED/MISSING</b> – Attach a picture if possible and explain.</li> </ul> </li> </ul> <p><b>NOTE:</b> DO NOT RETURN PLATES TO CONSIGNMENT. Shipments may arrive without an acknowledgement.</p> <p>b) Once the problem has been addressed or resolved, immediately resend the original email briefly explaining the resolution.</p> <p>c) Enter license plates into the system inventory.</p>
<b>Decals, Permit, VIN Plates</b>	<p>a) More decals/permits/VIN plates are received than recorded on the acknowledgement (inventory not recorded on the shipping form at time of shipment):</p> <ul style="list-style-type: none"> <li>• Record on the decal order acknowledgement the count and serial numbers of the excess inventory received.</li> <li>• Make a note on the decal order acknowledgement explaining receipt of the extra decals/permits/VIN plates and fax to ASA Consignment Section at one of the numbers below: <ul style="list-style-type: none"> <li>○ 804-367-1280 or</li> <li>○ 804-367-1096</li> </ul> </li> <li>• Enter the decals/permits/VIN plates into the system inventory.</li> </ul> <p>b) Different serial numbers than recorded on the decal order acknowledgement, or duplicate serial numbers are received:</p> <ul style="list-style-type: none"> <li>• Record on the decal order acknowledgement the count and serial numbers of the actual decals/permits/VIN plates received.</li> <li>• Prepare a signed and dated memo to advise of the error and fax the decal order acknowledgement and the memo to ASA Consignment Section at one of the numbers below: <ul style="list-style-type: none"> <li>○ 804-367-1280 or</li> <li>○ 804-367-1096</li> </ul> </li> <li>• Make one photocopy of the ASA memo.</li> <li>• File the ASA memo with the decal order acknowledgement at the CSC (refer to <a href="#">CSCOM-1101</a>). On the memo, note the date it was faxed to Consignment.</li> <li>• Enter the decals/permits/VIN plates into the system inventory.</li> </ul>

4. If license plates and series numbers transferred **from a CSC** are incorrect and the items received are:

ITEM RECEIVED:	Steps Required
<b>License Plates</b>	<p>a) Record on the <a href="#">ASA 42</a> the actual count and series numbers of the plates received.</p> <p>b) Sign and date to certify the recorded discrepancy.</p> <p>c) Immediately notify the district manager of the discrepancy and request further instructions.</p> <p>d) Unless instructed otherwise by the district manager, immediately enter the actual plates received into the system inventory.</p> <p>e) Bundle the plates received, along with all shipping documents, and store them in the security closet until the discrepancy is investigated and resolved (but no more than 2 business days from receipt of transferred inventory).</p>
<b>Decals, Permit, VIN Plates</b>	<p>a) DO NOT SIGN the Plates/Decals Transfer form (<a href="#">ASA 42</a>).</p> <p>b) Record on the <a href="#">ASA 42</a> the actual count and serial numbers of decals/permits/VIN plates received.</p> <p>c) Immediately notify the district manager of the discrepancy and request further instructions.</p> <p>d) Unless instructed otherwise by the district manager, immediately enter the actual decals/permits/VIN plates received into inventory.</p> <p>e) Bundle the decals/permits/VIN plates received along with all shipping documents and store them in the security closet (separately from other inventory) until the discrepancy is investigated and resolved (but no more than 2 business days from receipt of transferred inventory).</p>

5. Ensure all inventories are stored in designated location.

**IMPORTANT:** Place received shipment of decals/permits/VIN plates in the designated locked storage area. The storage area must remain locked at all times and only authorized personnel should have access to the storage area.

## TRANSFERRING TITLES, LICENSE PLATES, DECALS, PERMITS, VIN PLATES, AND DEALER TRANSFERS

### TITLES

Title documents are not transferred except under highly critical circumstances (such as an inventory emergency). At no time will title documents be transferred **without district management approval**. CSC management or designee must:

1. Receive request for transfer of title documents.
2. Send an email to the district office requesting approval for inventory transfer. Include the following information:
  - Transferring CSC location code
  - Location code where titles are to be transferred
  - Reason for title document transfer
  - Title document beginning number and ending number
  - Total number of title documents to be transferred
3. Receive the return email with the transfer approval or disapproval from district manager's office.
  - Transfer may NOT be processed or sent until approval is received from the district manager's office.
4. Process the transfer of titles in the system.
5. Print 2 copies of the system screen showing transfer information.
6. Attach the email indicating district office approval to one copy of the maintain document printout and maintain in the CSC inventory files (refer to [CSCOM-1101](#)).
7. Transferring CSC management must sign one system printout showing the transfer information to verify that the inventory, type, and counts are accurate as shown.
8. Send the signed printout with the title documents to the receiving CSC with shipment.
9. Verify the title document serial numbers and counts match the title document inventory listed on the screen print before releasing custody of the shipment to a designated DMV employee for shipping (if applicable).
10. Package the title documents for shipping.
11. The DMV designated employee taking custody of the title document inventory for shipping will verify that the title document serial numbers and counts match those listed on the system screen print that accompanies the transfer shipment.
12. The DMV designated employee will sign and date the system screen print verifying the receipt of the inventory and responsibility for shipping.

**NOTE:** Throughout the shipping process, until arriving at its destination, each time the transferred inventory changes hands, the next designated employee in the chain of custody will sign and date the system screen print to verify that he has received the inventory as listed on the transfer forms and accept responsibility for the shipment.
13. Enter the inventory once it has arrived at destination (in accordance with [Receiving Titles, License Plates, and Decal/Permit/VIN Plate Inventory](#)).

### LICENSE PLATES, DECALS, PERMITS, AND VIN PLATES

License plates, decals, permits, and VIN plates may only be transferred after management or designee has received approval by their district office. CSC management or designee must:

1. Receive request for transfer of decals and/or plates.
2. Send an email to the district office requesting approval for inventory transfer. Include the following information:
  - Transferring CSC location code
  - Location code where decals are to be transferred
  - Reason for inventory transfer
  - Inventory types to be transferred such as:
    - Decal type (month, year, rental) and sub type (Jan, Feb, 2013, etc.) and/or
    - Plate type(s)
  - Beginning number and ending number for each decal or plate type to be transferred
  - Total number of each decal type to be transferred
3. Receive the return email with the transfer approval or disapproval from the district office.

**NOTE:** Transfer may NOT be processed or sent until approval is received from the district manager's office.
4. Complete, print, and sign the "**Plate Decal Transfer**" form, ([ASA 42](#)).
5. Photocopy the completed and signed [ASA 42](#).
6. File one copy of the [ASA 42](#) at the transferring CSC with the district office transfer approval email attached.
7. Send one copy of the [ASA 42](#) with the decals/plates to the receiving CSC or DMV Select.
8. Prepare the inventory for shipment:

- CSC management or designee verifies that decal serial numbers and counts match the inventory listed on the [ASA 42](#) before releasing custody of the inventory for shipping.
  - Package inventory for shipping.
  - DMV designated employee taking custody of the inventory for shipping will verify inventory types and counts with those listed on the [ASA 42](#).
  - DMV designated employee will sign their name and date on the transfer forms verifying receipt of the inventory and responsibility for shipping.
- NOTE:** Throughout the shipping process, until arriving at its destination, each time the transferred inventory changes hands, the next designated employee in the chain of custody will sign and date the [ASA 42](#) to verify that he has received the inventory as listed on the transfer forms and accept responsibility for the shipment.
9. Enter the inventory once it has arrived at its destination (in accordance with [Receiving Titles, License Plates, and Decal/Permit/VIN Plate Inventory](#)).

## DEALER TRANSFERS

When a dealership is closed, the plates and decal inventory is transferred to a nearby CSC. The authorized transferor must:

1. Transfer the inventory (plates and decals) of the dealership to a specified CSC.
  2. Review the dealer inventory and ensure the system reflects the physical inventory and corresponding serial numbers of the dealership.
  3. Complete, print and sign the "Plate Decal Transfer" form (ASA-42).
- NOTE:** Instead of completing the Decal/Plate information, the transferor may attach a copy of the dealer inventory printout.
4. Send the inventory and ASA-42 (with attached printout) to the receiving CSC.

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## UNUSABLE INVENTORY TITLES

Titles may be deleted from inventory if they are torn or unusable. CSC management or designee must:

1. Delete the title document in the system.
2. Write "VOID" across the deleted title document.
3. Place unusable voided title document with CSRs title work for document preparation.

## LICENSE PLATES, DECALS, PERMITS, AND VIN PLATES

Decals may be deleted from inventory for several reasons including (but not limited to): torn, missing from pad (pink slip), chipped, etc.

Plates may be deleted from inventory because of smeared paint, plate missing from box, mutilated or other reasons.

Management or designee must:

1. Delete the plate(s), permit(s) and/or decal(s) in the system.
2. Attach any mutilated decals, permits and/or pink slips to the CSR Batch Cover Sheet ([CSMA-41](#)) and include with vehicle work to be sent for document preparation.
3. Retain the unusable plates in designated area for auditing on the following day. Once the audit has been completed, the plates must be stored with the other surrendered plates until they are picked up for recycling.

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## EXPIRED INVENTORY

CSC management is authorized to delete a range or whole series of expired decals. Decals MUST be deleted from the system and destroyed within 30 days after expiration.

1. Ensure that the serial number(s) coincide with system reports.
  2. Delete the expired decals in the system.
- IMPORTANT:** Management must send an email to [IRP](#) informing them of the destroyed decals.
3. Decals should be destroyed by the audit CSR or someone other than the person who deleted them from the system.

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## ACCOUNTING FOR SURRENDERED LOOSE, MUTILATED, LEFTOVER OR MISSING DECALS

Surrendered, loose, mutilated, leftover, or missing decals must be accounted for daily. Processing CSRs must ensure that the decal type and serial number(s) issued by the system matches the decal type and serial number given to the customer.

When a pad of decals received from consignment contains a pink slip, it indicates the pad is missing decals. The missing decal serial number(s) are listed on the pink slip. Upon receipt of shipment, the entire series of decals in the pad is entered into inventory. An adjustment to the decal inventory is made at the time the system assigns the missing decal to the customer.

CSRs must:

1. Accept surrendered decals from customer or process requested transaction.
2. Stick surrendered (loose), mutilated (unusable), or leftover decals collected during the business day to the appropriate decal type column on the CSR Batch Cover Sheet, ([CSMA 41](#)) for the following:
  - Second set of decals returned by the customer (ex. decals were purchased through mail or Internet).
  - Decals surrendered by customer unused because they are no longer needed.  
**EXCEPTION:** If the customer is surrendering their license plates and the decals are not attached, the CSR must place the decals on the license plates, and process the transaction.
  - Mutilated (unusable) decals.
  - Decals leftover when issuing one plate, (ex. trailer, motorcycle, etc.).
  - Surrendered, mutilated, or miscellaneous International Registration Plan (IRP) decals.
3. For decals that are reported missing on a pink slip enclosed in the pad of decals:
  - Enter the entire series of decals for that pad into inventory upon receipt of the shipment from Consignment.
  - Once a missing decal is issued by the system, CSR must request management subtract the missing decal serial number(s) from inventory using the inventory maintenance screen in the system.
  - Attach the pink slip to the [CSMA 41](#).
4. At the end of the business day, the CSR covers his daily vehicle work with the [CSMA 41](#) and submits it with the day's work for document preparation (refer to [CSCOM-903](#)).

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### ADJUSTING PHYSICAL INVENTORY

If a physical count (weekly, monthly, complying with a random quality review request, etc.) indicates more or less of an inventory item than is reflected on the appropriate inventory report, management or designee must adjust inventory in the system to show the actual physical count.

CSC Management or designee must:

1. Review the inventory report and compare it to physical inventory.
2. Determine if the physical inventory count is less or more than what is indicated on the appropriate inventory report(s).

Physical Inventory Is <b>LESS</b> than report indicates	<ol style="list-style-type: none"><li>1. Write detailed explanation for each discrepancy on the appropriate inventory report(s).</li><li>2. Notify district management of the discrepancy.</li><li>3. Delete the inventory in the system.</li></ol>
Physical Inventory is <b>MORE</b> than report indicates	<ol style="list-style-type: none"><li>1. Write detailed explanation for each discrepancy on the appropriate inventory report(s).</li><li>2. Check all applicable invoices.</li><li>3. Notify district management of the discrepancy.</li><li>4. Add inventory to system in accordance with <a href="#">Receiving Titles, License Plates, and Decal/Permit/VIN Plate Inventory</a>.</li></ol>