

Customer Service Center Operations Manual

Maintaining E-ZPass Inventory CSCOM-306

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(for Designated DMV service locations ONLY)

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ORDERING E-ZPASS INVENTORY

- Only designated DMV service locations may order and transfer E-ZPass inventory. (See [VDOT-1.00](#) for designated service locations)
- CSC management/designees must maintain adequate E-ZPass inventory.

To order E-ZPass inventory:

1. Login to the Electronic Ordering System (EOS) or use [ASA 10A](#) (DMV Selects).
2. Select the E-ZPass menu option and select the inventory type and enter the quantity requested.
Important: Only authorized DMV service locations may order E-ZPass Flex inventory.

RECEIVING/STORING/MAINTAINING E-ZPASS INVENTORY

1. Receive E-ZPass inventory shipment.
2. Ensure boxes are not opened or damaged.
 - If boxes are not damaged, continue to Step 3.
 - If boxes are damaged and/or opened:
 - Verify count of 25 transponders for each box.
 - Ensure transponders are not damaged.
 - i. If transponders are missing and/or damaged, DO NOT enter into inventory. (Refer to Inventory Received – Does Not Match and/or is Damaged)
3. Verify the physical inventory series received matches the beginning inventory series indicated on either the shipping form and packaging (if received from Consignment) or Plate/Decal Transfer Form ([ASA 42](#)), (if received from a CSC).
 - If the inventory received **matches**, use the table below to determine and complete the required steps.

Inventory Received from: (Matches)	Steps Required
CSC	<<<<<REVISION i. Sign the Plate/Decal Transfer Form (ASA 42) received with the inventory. ii. Retain the ASA 42 at the CSC in accordance with CSCOM-1101 . END REVISION>>>>> iii. Continue to step 4.
Consignment	i. Sign and date the shipping form and include the beginning serial number and quantity of the E-ZPass inventory received. ii. Fax the signed and dated shipping form to Consignment within 24 hours at: • 804-367-1280 OR • 804-367-1096 iii. Retain the shipping form at the CSC in accordance with CSCOM-1101 . iv. Continue to step 4.

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- If the inventory received **does not match**, use the table below to determine and complete the required steps.

Inventory Received from: (Does Not Match and/or is Damaged)	Steps Required
CSC	i. On the ASA 42 , record the actual count of the inventory received. ii. Sign and date the email confirmation to certify the discrepancy. iii. Immediately notify district management of the discrepancy and request further instructions. iv. Unless otherwise instructed by district management, immediately enter the actual inventory series received into the system. v. Store the incorrect inventory in the security closet while further investigation of the inventory is being conducted, but for no more than 2 business days from receipt of the inventory. <ul style="list-style-type: none"> • If after 2 days, no further instructions are received from district management, the inventory may be entered into CSC inventory and used.
Consignment	i. On the shipping form, write the quantity and serial number(s) of transponders indicating whether they were “not received” or “damaged.” ii. Record the corrected counts (inventory actually received) on the shipping form. iii. Contact ASA Consignment at 804-367-0368 to correct the shipping information. iv. Complete and sign shipping form. v. Continue to step 4.

4. Enter received E-ZPass inventory into the system.

NOTE: Do NOT enter missing or damaged inventory into the system.

Important:

- When entering E-ZPass inventory into the system:
 - Ensure the correct E-ZPass inventory type is being entered,
 - Only the last 11 characters of the transponders (not including asterisks) is entered, and
- Verify that all inventory received is sequential before entering it into the system.

5. Store E-ZPass inventory in the security closet.

- E-ZPass inventory may be stored in the miscellaneous cart **only** if CSC management determines that storage of the inventory in the security closet negatively impacts customer service operations.

TRANSFERRING E-ZPASS INVENTORY

E-ZPass inventory may only be transferred after CSC management/designee has received approval from their district office.

Note: DMV Selects cannot transfer inventory. They must submit an ASA 10A for more E-ZPass inventory.

When transferring E-ZPass inventory, CSC management/designee must:

1. Receive request for transfer of E-ZPass inventory.
2. Send an email to their district office, including the following information:
 - a. Transferring CSC's location code
 - b. Location where inventory is being transferred
 - c. Reason for inventory transfer
 - d. Beginning and ending numbers of inventory being transferred
 - e. Total count of inventory being transferred
3. Await the response email from the district management office approving or disapproving the inventory transfer.

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4. Complete the "Plate/Decal Transfer Form" ([ASA 42](#)) located in Customer Forms upon receiving approval from district management.
 - a. List the E-ZPass inventory being transferred in the "other" section of the application and include the:
 - i. beginning and ending numbers of the inventory being transferred,
 - ii. total count of inventory being transferred.
5. Print and sign 2 copies of the "Plate/Decal Transfer Form" ([ASA 42](#)).
6. Fax the [ASA 42](#) to Consignment at 804-367-1280.
7. Attach the email response received from district management approving the transfer and a signed copy of the "Plate/Decal Transfer Form" ([ASA 42](#)) and file both within the transferring CSC.

8. Include a signed copy of the "Plate/Decal Transfer Form" ([ASA 42](#)) with the E-ZPass inventory being transferred to the receiving CSC.
9. Prepare the inventory for shipment.
 - a. CSC management or designee must verify that the E-ZPass inventory serial numbers and counts being transferred match those listed on the [ASA 42](#) before releasing custody of the inventory shipment.
 - b. Package the inventory for shipment.
 - c. DMV designated employee taking custody of the inventory during shipping will verify inventory types and counts with those listed on the [ASA 42](#).
 - d. DMV designated employee will sign their name on and date the transfer forms, verifying receipt of the inventory and responsibility in shipping.

Note: During the shipping process and until the inventory reaches its final destination, each time the inventory changes custody, the next designated employee must sign and date the [ASA 42](#). This verifies he has received and accepts responsibility for the shipment. **END REVISION>>>>>**

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MISSING OR DAMAGED INVENTORY

CSCs must ensure that physical inventory matches the system inventory. If any transponders are found to be damaged or missing after the shipment was received and entered into the system inventory, CSC management or designee must modify system inventory to reflect physical inventory counts.

1. Ensure any missing E-ZPass inventory has not been misplaced in the CSC.
2. Print and review Inventory screenshot.
 - Record discrepancies on screenshot.
3. Send e-mail to District Manager indicating serial numbers of missing or damaged E-ZPass transponders along with any other details.

NOTE: The District Manager is responsible for notifying the E-Z Pass Program Manager. The E-ZPass Program Manager will notify VDOT.

4. Delete inventory from system.

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POINTS TO REMEMBER

- Only designated DMV service locations may order and carry E-ZPass inventory.
- E-ZPass inventory may only be ordered using the Electronic Ordering System (EOS) or the ASA10A (DMV Selects).
- When opening a new box of E-ZPass transponders, always verify count of 25.

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