

Customer Service Center Operations Manual

Daily Opening Process CSCOM-701

Original Date: 07/15/1991

Revision Date: 08/25/2024

[Description](#)

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DESCRIPTION

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This procedure provides CSC management/designee guidelines to open the system and assign decals and petty cash to customer service representatives (CSR). It also provides CSR guidelines to login to systems and to receive and verify petty cash and decal assignments. **END REVISION>>>>>**

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CSC EMPLOYEE REQUIREMENTS

1. Login to the DMV system, queuing system (refer to [CSCOM-712](#)) and any additional system(s) needed to process customer transactions.
IMPORTANT: CSC management/designee must login and open the system(s) prior to CSRs logging in.
2. Receive, count and verify petty cash (if applicable).
 - a. If the petty cash amount is correct, complete the [FS-54](#) by:
 - Signing (NOT initialing) the Clerk's Signature Field at the top of the form.
 - Recording the date and DMV-login ID.
 - Stamping the FS-54.
 - b. If the petty cash amount is NOT correct:
 - Do NOT complete the FS-54.
 - Return the petty cash and FS-54 to the issuing CSC manager or designee for correction.
3. Verify decals in the system ensuring they match the decals provided.
 - If the decals assigned in the system do NOT match the decals provided by CSC management/designee:
 - Do not verify the decals in the system.
 - Return the decals to the issuing CSC manager or designee for correction.

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CSC MANAGEMENT/DESIGNEE REQUIREMENTS

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1. Login to the DMV system, queuing system (refer to [CSCOM-712](#)) and any additional system(s) needed to open the CSC.
2. Open the CSC in the DMV system. **END REVISION>>>>>**
3. Assign decals to CSRs in the system.
 - If a CSR has been assigned or provided incorrect decals:
 - Collect the incorrect decals from the CSR.
 - Correct the decal assignment in the system.
 - Provide the CSR with the corrected decals for verification.
4. Assign title inventory in the system and ensure correct title inventory is placed in each printer.
5. Count and verify the office petty cash change fund and petty cash bags to ensure each contains the allocated amount (refer to [CSCOM-703](#)).
NOTE: The use of Petty Cash Bags is optional and is based on the manager's discretion upon approval from the District Manager.
6. Assign petty cash bags to CSRs (if applicable).
7. Provide decals and CSR stamps to CSRs.

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