Customer Service Center Operations Manual

Close Out
CSCOM-706

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DESCRIPTION

<<<<<REVISION
This procedure provides business rules for the process a customer service representative (CSR) follows to close out at the end of his or her shift or the end of the business day and the CSC management closeout process.   **END REVISION>>>>>**

All voids and incomplete transactions should be processed prior to beginning the closeout process.

Incomplete transactions are any of the following:
- Locally processed
- Saved
- Pending void
- Host error
- Sent to host
- Payment card authorizations in the Pending Payment Queue

CSC EMPLOYEE REQUIREMENTS

1. Account for each of the following:
   - Decals
     a. Check counts and serial numbers of decals remaining by comparing to the next available decals in the system.
     b. Return decals in the system.
     c. Return decals to authorized person.
     <<<<<REVISION
   - Petty Cash, if applicable   **END REVISION>>>>>**
     a. Count out the allocated daily petty cash amount from the day's collected revenues, and place in the petty cash bag.
     b. Verify petty bag preparation by signing (initials NOT allowed) the Clerk's Signature field at the top of the current FS-54.
     c. Submit the petty cash bag to CSC management or designee for use the next business day.

        NOTE: Management or authorized designee must:
        1. Verify the contents of the petty cash bag in the presence of the CSR,
        2. Sign a new FS 54 in the VERIFIED BY (Authorized Person's Signature) on the form (initials are not allowed), and
        3. Place the FS 54 in the petty cash bag in preparation for the next day's business.

   - Collections, pickups (i.e., cash, checks, payment card)
     a. Ensure all incomplete transactions and pending credit card payments are resolved in mySelect.
     b. Count remaining coins and currency from current day's collected revenues and record amount in appropriate fields on the FS-54.
     c. Reconcile card payment totals:

        1. Display the **Revenue-Close Teller Cash Drawer** screen in MySelect.
        2. View the **Debit/Credit Card Activity Report** in MySelect.

- DMV Connect views the credit card report in **Converge**, not the **Debit/Credit Card Activity Report**.

3. Compare the total "charge" amount listed in the cash drawer to the total card payment amount displayed on the **Debit/Credit Card Activity Report** (**Converge Credit Card Report** for DMV Connect).

4. If the "charge" total in the cash drawer matches the grand total on your **Debit/Credit Activity** Report (**Converge Credit Card Report** for DMV Connect), card payment totals balance. Record the credit card payment total on your FS-54 and continue balancing cash drawer.

   OR

   If the "charge" total in the cash drawer does NOT match the grand total on your **Debit/Credit Activity Report** (**Converge Credit Card Report** for DMV Connect):

   i. Display each "charge" transaction in MySelect processed.

   ii. Compare the transaction in MySelect to the transaction on the **Debit/Credit Card Activity Report** (**Converge Credit Card Report** for DMV Connect)**.**

   iii. Identify any discrepancies between the transactions card payment totals in MySelect and the **Debit/Credit Card Activity Report** (**Converge Credit Card Report** for DMV Connect).

   iv. Notify CSC management of the discrepancy.

   v. Correct discrepancy following guidelines.

d. Record the Pickup totals amount in the Pickup Total appropriate field on the FS-54.
   - If there is more than one pickup, add the pickup totals and record the final total in totals collections for the day.

e. Total all checks received.
   1. Create a CalcTape receipt of check totals,
   2. Print out CalcTape receipt either by itself or on the back of the FS-54, and
   3. Stamp with CSR stamp, and
   4. Attach the CalcTape receipt to the back of the FS-54 (if printed by itself).

   <<<<<REVISION
f. Record check total from the calculator tape in the Checks field on the front of the FS-54.
   END REVISION>>>>>
   - DO NOT record total of check collections from the system total. Customer checks must be added to receive accurate check collection totals.

- Transaction totals
  - Compare coin, cash, and check totals on the FS-54 with the system screen totals.
    - If totals agree:

      1) Submit the following to management or designee:
         a) Revenues collected
         b) Completed FS-54,

         IMPORTANT: The FS 54 must be signed (not initialed) and stamped with the CSR stamp

         <<<<<REVISION
      2) CSR witnesses the management/designee perform the following: **END REVISION>>>>>**
         a) Counts and verifies CSR's collected coin, cash and check revenues.
         b) Verifies that the payment card total recorded on the FS-54 matches the total on the List Daily Revenue Collections.
            - This protects the CSR and the manager/designee from false accusations.
      3) Prepare transaction documents with correct barcode coversheet and place in appropriate area for document preparation.
      4) Close CSR cash drawer and log out of the system.

- If totals do not agree:
  1) Compare each transaction processed to entries on the **Transaction Activity by Teller** report to determine where the error(s) occurred.
  2) Make needed corrections and continue close out procedures.
  3) If the error cannot be determined request management authorization to enter an unidentified overage or shortage transaction into the system.

     NOTE: If the Daily Accountability process has been reinstated at the CSC, the CSR must record the unidentified overage/shortage authorization on the Accountability Worksheet (refer to CSCOM-208).

  4) Enter the unidentified overage/shortage transaction into the system.
     a) Only one unidentified overage and one unidentified shortage in the system per day.
     b) Multiple corrections or adjustments can be made to the original transaction, as needed, by performing a correct revenue transaction on the original log number. (Refer to online help manual)

- CSR stamp
  - Secure CSR stamp

2. Log off the system.
   - Ensure you have logged off of the queuing system (refer to CSCOM-712) and any additional system(s) used to process customer transactions.
   - Cash drawers cannot be closed if incomplete transactions exist.
     - Incomplete transactions display with asterisks next to the transaction in the system.

   IMPORTANT: If an incomplete transaction(s) cannot be processed by the end of the day, the CSR will complete the close out procedures with the exception of performing the Close CSR cash drawer procedure.

CSC MANAGER/DESIGNEE REQUIREMENTS

1. Verify counts and serial numbers of decals received from the CSR.
2. Finalize decals in the system.
3. Place decals in a secured storage area.
   <<<<<REVISION
4. Close CSC title documents and VDH inventory in the system.
5. Place title documents and VDH inventory into the security closet.
6. Place stamps and all other secure inventory in the security closet.   **END REVISION>>>>>**
7. Count the CSR petty cash bags at the time they are received.
   a. Count petty cash submitted in the presence of the CSR, and
   b. Sign in the Petty Cash Receipts Signature field on the current day's FS-54 (initials NOT allowed) to verify that the cash and coin in the petty bag is correct.
   c. Return the FS-54 to the CSR.
8. Prepare a new FS-54 for next business day immediately,
   a. Record the total cash and coins contained in the bag in the Petty Cash Total field at the top of the FS-54, and
   b. Sign in the Verified By Authorized Person's Signature field (initials NOT allowed), and
   c. Put the new FS-54 in the petty cash bag, and
   d. Place the petty cash bag in the safe.
9. Count and verify office petty cash balances.
10. Count and verify that the CSR's revenue collections match the cash, coin, check, payment card, grand total, and pickup entries made by the CSR on the FS-54,
    a. Count cash and coin revenues in the presence of the CSR, and
    b. Ensure the number of checks indicated on the CSR receipt matches the actual number of checks submitted by the CSR.

   c.   Reconcile cash, coin, check and payment card totals recorded to the FS-54 against those listed in the system, or to a screen printout of the "**List Daily Revenue Collections**".

   d.   Sign in the Revenue Receipts Signature field.

   e.   Place collections in safe and retain FS-54 on file (refer to CSCOM-1101).

11. Ensure the total CSC revenue collections for the business day match the total cash, check, and payment card collections listed in the system for card payment compare totals to the "**List Daily Revenue Collections**" according to CSCOM-707.

- If unable to determine which CSR submitted incorrect collections, an unidentified overage or shortage must be entered in the system by CSC management under their login ID to bring collections and revenue activity into balance (Refer to CSCOM-703).

  NOTE: CSC Management is responsible for reviewing, monitoring, and following up on all revenue collection discrepancies in their CSC and taking appropriate disciplinary action (in accordance with CSCOM-205.3).

12. Check-in mySelect to ensure all incomplete transactions and pending credit card payments are resolved.

- If no incomplete transactions exist, proceed with close out process.
- If incomplete transactions exist, have appropriate CSRs make corrections.
  IMPORTANT:
- All incomplete transactions must be processed or voided before the system can be closed.
- Corrections for transactions paid by credit card must be processed from the PC that initiated the transaction.

13. Close the system.

- Ensure you have logged off of the queuing system (refer to CSCOM-712) and any additional system(s) used to process customer transactions.
- When the system closes, the manager/designee that closes the system will be automatically logged off.