

Customer Service Center Operations Manual

Document Preparation Prior to Imaging Documents CSCOM-903

Original Date: 09/22/1987

Revision Date: 12/10/2024

[Overview](#)

[Organizing Documents](#)

[Daily Preparation of Documents](#)

[Motor Voter Audit](#)

[CSC Management Actions](#)

[Other Government Services](#)

[Driver Document Preparation](#)

[Assembling Driver Work for Document Imaging](#)

[Vehicle Document Preparation](#)

[Assembling Vehicle Work for Document Imaging](#)

[Document Imaging](#)

[Points to Remember](#)

[Contact](#)

OVERVIEW

Each CSC is responsible for the review and preparation of all driver and vehicle transaction documentation for imaging into OnBase performed in the CSC. Document preparation and document imaging must be performed on a daily basis with the exception of Saturday.

If CSC Document Imaging equipment is non functional or imaged documents have not successfully uploaded within 3 days, documents are sent to the [Document Imaging Work Center](#) located in headquarters to be imaged.

ORGANIZING DOCUMENTS

CSC management will maintain a labeled folder for each driver or identification card "Issue Type" (i.e. REN, REI, DUP, etc.) in a file bin kept in a designated area. Each driver's license and identification card application is sorted into its matching "Issue Type" folder as the transaction is completed, or voided.

<<<<REVISION

At the close of business, the file bin with all the day's work is stored in the security closet. CSC management has the option to sort applications alphabetically if they feel it will expedite the processing of the Motor Voter audit.

END REVISION>>>>

[Return to top of page](#)

DAILY PREPARATION OF DOCUMENTS

The preparation of all CSC driver and vehicle transaction documents is performed each day before document imaging.

CSC management or management designee will appoint an employee or employees as staffing allows to organize and prepare documents. Once documents are prepared, a designee must scan transaction documents into On Base following the guidelines in this procedure.

The daily preparation of documents requires the review of transaction documents to ensure the following:

- Motor Voter Audit is performed according to procedures.
- Required Barcode Cover Sheets cover the matching transaction documents.
- Staples, paper clips, tape, and rubber bands are removed from all documents.
- Lien count from titling documents match the number of liens on reports.
- Other government services audit is performed.

[Return to top of page](#)

MOTOR VOTER AUDIT

DMV AUDIT CLERK:

1. Print daily listing Transaction Activity - By Classification Voter Registration of names and customer numbers of all customers who applied to register to vote using a system generated paper Voter Registration Application (VA-NVRA-1).

- The Transaction Activity-By Classification Voter Registration report is divided into two report sections:

- **Printed Applications**-Paper applications NOT submitted via the EMV process to be reconciled at the CSC following standard Motor Voter audit procedures.

NOTE: Printed applications may include the following:

- Stand-alone voter application
- Voter Registration Questionnaire (DMS-17)
- Print on Demand Voter Registration Application (VA-NVRA-1)
 - Print on Demand Voter Registration Applications must be accompanied by a DMS-17.

- **Electronic Applications**-voter registration applications transmitted electronically to ELECT. No audit/reconciliation is required.

2. Reconcile the **Printed Applications** section of the Transaction Activity-By Classification Voter Registration" report with all Print On Demand Voter Registration Applications (VA-NVRA-1):

- a. Customer names will print on the audit listing in alphabetical order.

- The Transaction Activity-By Classification Voter Registration report lists only customers who are entered as individuals ("I"). The system does not allow data to be entered in the **"U.S. Citizen"** or **"Voter Registration"** fields for customer types B, S, F, L, or T.
- The Transaction Activity-By Classification Voter Registration report also displays customers who made changes to vehicle registration addresses. Because changes to the vehicle registration address does not affect the voter registration address, all other fields on that row will be blank.

- b. Scan the **"U.S. Citizen"** column for **"No"** or **"No Response"** entries.

NOTE: The Transaction Activity-By Classification Voter Registration report highlights all **"NO"** and **"NO RESPONSE"** citizenship responses with asterisks whenever the response to the voter registration question is **"YES"** (see below). This is to **notify the audit clerk of an unusual response that should be verified:**

U. S. Citizen	Voter Reg Yes
* NO *	* X *
* No Response *	* X *

- c. Verify that customer responses on the DMS-17 match the customer responses listed on the Transaction Activity-By Classification Voter Registration report.

1. If the responses match, continue with audit.
2. If the responses do not match, you **MUST** go into the system to **correct the responses stored in the system to match those on the DMS-17.**
 - It is imperative to correct and update in the system all Voter Registration data that is entered in error. This updated data is what is transmitted electronically to be used by the Department of Elections (ELECT).

It is not possible to print an updated/corrected version of the locally stored Transaction Activity-By Classification Voter Registration report, because corrections to the system DO NOT update locally stored transaction data from which the reports are pulled.

- d. Match the names on the Printed Applications section of the report with names on voter registration applications to be sure there is an application or DMS-17 (including any voided transactions) for every customer on the list who wishes to apply to register to vote or change their voter registration address.
 - e. CSCs with Registrars: Reconcile the audit listing with the registrar and have the registrar initial and write the word "DUPLICATE" next to those customers who are duplicate registrants and no voter application will be forwarded to DMV or ELECT.
 - f. IF VOTER APPLICATIONS MATCH THE LISTING:
 1. Place voter applications (including stand-alone applications) in alphabetical order.
 2. On the Printed Applications section of the daily listing Transaction Activity - By Classification Voter Registration:
 - i. Place a checkmark beside each customer's name in the "**Voter Reg Yes**" column that has a corresponding voter application form.
 - ii. Record the names of any customers not listed on the Printed Applications section of the report who submitted a voter application (including stand-alone applications).
 - g. IF VOTER APPLICATIONS ARE MISSING:
 1. Check with CSRs for missing applications.
 2. If missing voter application is found, place a checkmark in the Printed Applications section beside the customer's name in the "**Voter Reg Yes**" column.
 3. If missing voter application is NOT found:
 - Circle the "**X**" in the "**Voter Reg Yes**" column beside the customer's name in the Printed Applications section and write "Missing" and your initials.

NOTE: Do not white out or alter the audit sheet in any other way. The audit sheet may be used in court and any written mark or notation will be questioned.
 - Process a request in the system for a pre-printed application to be mailed to the customer.
 - Once the pre-printed application is requested in the system, place a checkmark beside the customer's name in the "**Voter Reg Yes**" column.
3. Sign and date the audit sheet with the **work date** (not the audit date).
 4. Give applications and audit sheet to the CSC manager to verify.
 5. Place all Voter Registration Questionnaire (DMS-17) forms with the customer's driver's license, identification card, or address change application to be imaged in accordance with [CSCOM-1004](#).
 6. Prepare the VA-NVRA-1 and standalone applications along with the audit sheet(s) for submission to **ELECT**.
 7. Place signed Voter Applications (stand-alone included) and the Transaction Activity - By Classification Voter Registration report of customer names in the yellow ELECT envelope (use additional ELECT envelopes as needed).
 8. Stamp your CSC's return address in the upper left corner of the envelope(s).
 9. **MAIL** the envelope(s) to ELECT **DAILY**. **DO NOT** send the ELECT envelopes to DMV with the CSC work.
 10. If necessary, the ELECT envelope(s) should be hand carried to the Post Office **DAILY**.

[Return to top of page](#)

CSC MANAGEMENT ACTIONS

Check each audit sheet of work daily and sign the audit listings to ensure that the daily shipment of voter registration applications sent to ELECT is correct.

[Return to top of page](#)

OTHER GOVERNMENT SERVICES

Department of Wildlife Resources

1. Collect all envelopes labeled DWR and prepare them to be mailed in a UPS Mailer envelope (ASA-72B) in accordance with the Document Distribution list.
2. Collect all voided transactions (voided fishing licenses, voided hunting licenses, voided temporary boat registrations and voided receipts) and fax them to DWR in accordance with the Document Distribution list.

Vital Records Certificates

Audits must be completed by the **next business day** by the document preparer (except on Saturdays.)

1. Remove all "Virginia Birth Certificate Application" ([DL-81](#)), "Marriage, Death, Divorce Certificate – Virginia Vital Record Application" ([DL-82](#)) and "Application for Certification of a Vital Record" ([VS-6](#)) from the security closet and move to the document preparation work area.
2. Review the "Vital Record Activity Report".
3. Ensure that the number of VDH control numbers issued balances to the number of VDH certificates printed.
 - Inform management if control numbers do not balance.
 - Management must verify that the missing documents cannot be found.
 - Management must contact District Management and inform them of missing document(s).
 - District management will contact the Vital Records Program Manager.
4. Ensure all applications (match and no match) are accounted for.
 - Inform management if any applications are missing. Management will be responsible for contacting the customer.

<<<<REVISION

- DMV Connect only:
 - Customers requesting more than 1 copy of a record must be processed individually. If a DMV Connect CSR omitted a photocopied application the document preparer must photocopy the original application and attach it to the barcode cover sheet. **END REVISION>>>>**
- 5. Ensure that **EVERY** application contains:
 - a. Complete requester information.
 - b. Complete registrant information.
 - c. Reason for request.
 - d. Relationship to the registrant (if not self.)
 - e. Approved identification documents presented for the certificate.
 - f. Requester's signature.
 - g. Attached photocopies of secondary identification documents, acceptable court approved custody papers, and any additional required documents (if applicable).
- 6. Ensure the control number listed as voided on the report matches the physical document and verify the voided documents are available in OnBase.
 - If the voided document(s) have not been scanned the document preparer must scan the voided document into OnBase using the front counter scanner.
 - Notify management immediately if any vital record security paper is missing or not voided in the system.
 - If it is discovered that a vital record document should have been voided, management must:
 - a) Print an inventory report and note the reason the document was not voided.

- b) Void the VDH document in accordance with [CSCOM-304](#).
 - c) Scan voided vital record document on front counter (if not already completed).
7. Ensure all voided vital record documents are marked "VOID".
 8. Request management review audit.
 9. Remove all voided vital record secured paper.
 10. Ensure that vital record applications and supporting documents with a barcode cover sheet are scanned into OnBase.
 11. Place voided vital record secured paper with processed VDH applications and supporting documents.
- <<<<REVISION**
12. Ensure to retain all documents in accordance with CSC Retention Guidelines (refer to [CSCOM-1004](#)).

END REVISION>>>>

EVVE Birth Certification Requests

Audits must be completed by the **next business day** (except on Saturdays).

1. Remove all "EVVE Birth Certification Request" ([DL-80](#)) applications from the security closet and move to the document preparation work area.
2. Ensure that the number of matched approved "Electronic Birth Certification Request" applications ([DL-80](#)) are accounted for, using the "EVVE Transaction by Customer" report.

<<<<REVISION

3. Ensure all applications are completed and signed.
4. Ensure that the number of [DL-80](#) applications scanned match the number on the EVVE transaction By Customer" report.

END REVISION>>>>

[Return to top of page](#)

DRIVER DOCUMENT PREPARATION

1. Remove the driver's license and identification card file bin and the Motor Voter reports from the security closet and move to the document preparation work area.
2. Perform Motor Voter audit of all Print On Demand Motor Voter applications according to procedures (refer to [DLG-0102](#)) and ensure the voter applications are mailed to the appropriate destination on a daily basis.
3. Review each application and process as follows:
 - a. Remove all paper clips, staples, tape, and rubber bands.
 - b. Verify the CORRECT Barcode Cover sheet covers its matching transaction documents.
 - To reprint missing Barcode Cover Sheets, refer to [CSCOM-902](#).
 - c. Ensure that all required tests results are recorded on the customer's application (based on issue type and surrendered documents).
 - d. Ensure that no applications are missing (for all processed driver, identification and address change transactions.)
 - e. Ensure that all skills tests recorded on the application are listed on the CSMA Motor Vehicle Skills Test Log (CSMA-664).
 - f. Ensure all print-on-demand paper test question and answer sheets are attached to the associated application.
 - When applicants taking a test for a driver' license, learner's permit, or CDL fail the required test and request an ID card issue (same day), CSRs photocopy and note the application that the customer requested an ID card issue after failing a test and include the applications and associated barcode cover sheets with the daily work for document imaging.

- g. Separate and shred any duplicate or extra barcode cover sheets that have no associated transaction documents.
 - h. Pull all "Traumatic Brain Injury Designation Application" (DL-145) and forward to the Medical Review Services in accordance with [CSCOM-1004](#).
 - i. Pull all Hazardous Materials Background Records Check documents ([DL-70](#)) and forward the original application to the CDL/NDR work center following the guidelines in [CSCOM-1004](#). File the photocopy of the Background Records application and the original CSC Receipt in the CSC (refer to [CSCOM-1101](#)).
 - [DL-70](#) applications should NEVER be scanned for document imaging. Under no circumstances are the original DL-70 applications to be kept on file at the CSC. Federal law requires the CDL/NDR work center to keep the original HME Background Records Check application on file for 1 year.
- <<<<<REVISION**
- j. Pull all NDR/CDLIS/SSN/SOR Inquiry screen prints from the daily work and shred.
4. Attempt to locate any misplaced applications (if applicable).
 5. Proceed to the **ASSEMBLING DRIVER WORK FOR DOCUMENT IMAGING** section below.
 6. Assemble all driver documents, including all applications with barcode cover sheets from the "Address Change" and the "Record Test" folder for Document Imaging.
 - a. Rubber band together all driver documents and set bundle aside while completing the Vehicle document preparation.
 - Transaction documents left over from a previous date are separated from the current day's work and must be covered with a CRD 100 dated for the day the work was completed, and then imaged separately.
 - Ensure all required barcode cover sheets are attached to the matching transaction documents. **END REVISION>>>>>**

[Return to top of page](#)

ASSEMBLING DRIVER WORK FOR DOCUMENT IMAGING

1. Pull all NDR/CDLIS/SSN/SOR Inquiry screen prints from the daily work and shred.
2. Assemble all driver documents, including all applications with barcode cover sheets from the "Address Change" and the "Record Test" folder for Document Imaging.
 - a. Rubber band together all driver documents and set the bundle aside while completing the Vehicle document preparation.
 - Transaction documents left over from a previous date are separated from the current day's work and must be covered with a [CRD 100](#) dated for the day the work was done and imaged separately.
 - Ensure all required barcode cover sheets are attached to the matching transaction documents.

[Return to top of page](#)

VEHICLE DOCUMENT PREPARATION

1. Remove all vehicle documents from the security closet and move to the document preparation work area.
2. Review all vehicle transaction documents and process as follows:
 - a. Remove all paper clips, staples, tape, and rubber bands.
 - b. Verify the CORRECT Barcode Cover sheet covers its matching transaction documents.
 - To reprint missing Document Imaging Barcode Cover Sheets, refer to [CSCOM-902](#).
 - c. Separate all voided title documents.

<<<<<REVISION

 - Verify the voided titles listed in the Exception report. **END REVISION>>>>>**
 - Hold voided titles for the required 3 day holding period after the audit has been completed, then shred.
 - d. Separate the following items from the transaction documents and set aside for shredding:
 - Customer Service Representative (CSR) Batch Cover Sheets ([CSMA 41](#)).
 - All mutilated, unusable decals, or decals returned that have not been used by customers, are shredded with the [CSMA 41](#).

- Duplicate or extra barcode cover sheets with no associated transaction documents that remain once document preparation is completed.
- e. Review “Document Activity Report” and ensure:
- The total number of original titles indicated on the report matches the physical applications.
 - The total number of title serial numbers issued matches the total number of titles issued on the report.
- IMPORTANT:** Notify management if applications or titles are missing.
- f. Count all liens on each titling document (do not use totals on the CSR Batch Cover Sheets) and reconcile with the number of liens displayed on the Document Activity Report.
- If the liens from the titling documents match the liens on the Document Activity report, continue to next step.
 - If the liens do not match that shown on the Document Activity Report:
 - Reconcile the lien(s) for each title transaction with the liens on the Document Activity Report to determine which liens were omitted.
 - Once determined, follow the guidelines in [VLIC-3.610](#) for lien omissions. Always record the lien to the record and place an administrative stop on the record until the customer returns the title.
 - Send the original title work with the daily work to Document Imaging.
- g. Separate all titling transactions that were exempted from sales and use tax (as indicated on the “Transaction Activity- Vehicle” report).
- Ensure that all titling transactions that were exempted from sales and use tax have supporting documentation (such as Bill of Sale, SUT-3, notation on the back of title, etc).

<<<<REVISION

3. Proceed to the **ASSEMBLING VEHICLE WORK FOR DOCUMENT IMAGING** section below. **END REVISION>>>>**

[Return to top of page](#)

ASSEMBLING VEHICLE WORK FOR DOCUMENT IMAGING

Assemble ALL vehicle title applications and supporting documents in the following order:

- Titling applications and supporting documents, each covered by its matching barcode cover sheet, bundled together.
 - Transaction documents left over from a previous date are separated from the current day's work and must be covered with a [CRD 100](#) dated for the day the work was done and imaged separately. Ensure all required barcode cover sheets are attached to the matching transaction documents.

<<<<REVISION

- DMV Selects ONLY (not CSCs) must print title document activity reports and all exception reports, review for accuracy, and sign. **END REVISION>>>>**

[Return to top of page](#)

DOCUMENT IMAGING

Transfer assembled work bundles to the designated area in the CSC where the document imaging equipment is located and image documents according to [Document Imaging Scanning Best Practices EZ Guide](#).

[Return to top of page](#)

POINTS TO REMEMBER

- Cover each driver and vehicle work bundle with a [CRD 100](#) and mail to the Document Imaging Work Center in HQ if:
 - Imaged documents have not successfully uploaded within 3 days.
 - OR
 - CSC document imaging equipment is not functional.

- Contact the HQ Document Imaging Work Center Management at (804) 474-2234 prior to mailing any work to the Document Imaging Work Center.
- If possible, image in small batches throughout the work day for faster uploads in the evening.
- Once a successful upload confirmation is received, the audit has been completed, and the 3 day holding period is met, destroy driver, vehicle, and VDH documents.
 - Ensure all REAL ID applications are put in the identified shredder.

[Return to top of page](#)

CONTACT

For additional information contact:

- Your CSC Manager/Assistant Manager
- DMV Contact Center Help Desk at (804) 367-6646