

Customer Service Center Operations Manual

Report and Document Retention Guidelines CSCOM 1101

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DESCRIPTION

This procedure describes the process CSC management uses to set up and maintain storage files for paper reports/documents, and provides retention guidelines for the life cycle of paper and electronic reports/documents.

DMV's report/document control program standardizes and minimizes paper retained in Customer Service Centers (CSCs). This program ensures that adequate documentation is retained to satisfy agency policy, the laws of the Commonwealth, and to reduce the impact on the environment. The CSC manager is responsible to ensure that the report/document control program is administered properly.

<<<<REVISION

To further minimize paper usage and retention, CSC FINAL reports are no longer automatically printed and stored in the CSC. These reports are electronically stored in the ONBASE and/or the mySelect systems at the close of settlement, and CSCs are able to manually print individual reports from the system for business purposes, if needed.

END REVISION>>>>

CSC reports/documents are retained in the CSC for specified periods of time. CSCs no longer bundle paper reports and documents to send them to HQ for dead storage retention. At the beginning of each new retention period, the oldest files are removed and destroyed at the CSC, or prepared for pickup by a refuse/shredding service contracted by DMV.

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CSC REPORTS IN THE SYSTEM

A settlement is established to process transactions. There are Primary and Secondary settlements. Secondary settlements can be opened for different types of transactions. The most common types of settlements opened in a CSC include:

- Primary – Established at opening of the CSC for CSR's to process transactions for the current day's work.
- Secondary - Opened to process bulk work requests.
- Deferred Dealer – Secondary settlement opened to specifically process bulk dealer title transactions.
- Auto Auction – Secondary settlement opened to specifically process bulk title work for auto auctions.

<<<<REVISION

When all incomplete work is completed and the settlement is closed in the system, final daily reports are stored electronically in mySelect with some reports going to ONBASE. The reports are:

- Primarily used for auditing purposes.
- Accessed and viewed in ONBASE and/or mySelect by the CSC Manager/Designee on a daily basis and manually printed on demand if needed.
 - Each time reports are accessed and viewed in ONBASE, an electronic signature is created. The CSC Manager/Designee may also use the "NOTES" feature in ONBASE to show he has viewed a particular report or added a comment. (The [ONBASE Data Entry Procedures](#) for Electronic Reports may be accessed for assistance in using the "NOTES" feature. "NOTES" should **not** be used to comment on employee performance.)

END REVISION>>>>

Refer to the [CSC Reports List](#) for the names of the reports, whether they can be obtained as a working copy or final copy, and the type of settlement in which each report would be used.

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STORING PAPER REPORTS/DOCUMENTS

<<<<<REVISION

The CSC manager/designee must set up and maintain storage files for paper reports and/or documents. Refer to the [CSC Report and Document Retention Table](#) to identify reports/documents that have a CSC retention requirement.

The CSC no longer sends reports to Headquarters (HQ) for retention. Reports are stored electronically in ONBASE and/or mySelect or in paper files at the CSC for the required retention period. **END REVISION>>>>>**

- Select file space sufficient to hold the necessary reports/documents, preferably in a locked file cabinet. Hanging files are appropriate, since most reports are printed on 8 1/2" by 11" paper.
- Paper reports and documents may be filed together by date (i.e. all reports/documents for each work day held together with a paperclip and placed in a folder). This requires one file folder for each calendar month, and file space for at least 4 years.
- Like reports and documents may be filed together by month or by year. This requires a monthly or yearly folder for each type report or document.

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REPORTS/DOCUMENTS TO BE DESTROYED

Paper reports and documents that are not forwarded to Headquarters with the daily work or filed at the CSC must be destroyed daily to avoid loss or damage.

Refer to the [CSC Document Distribution List](#) to determine which reports and documents are **not** to be forwarded to headquarters or filed at the CSC.

CSCs are required to shred their own reports and documents unless they are placed on contract with a refuse service for shredding. If the CSC is placed on contract with a refuse service, they must place the documents to be destroyed in a secure container until they are picked up.

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