

## DMV Connect Payment Card Processing Guidelines

Revised: 04/30/2021

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### DESCRIPTION

To provide business rules for accepting and processing credit card payments at a DMV Connect. For other customer service center (CSC) payment card processing guidelines refer to [CSCOM-002](#).

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### OVERVIEW

#### <<<<<REVISION

DMV Connect management and staff are responsible to protect all payment card information received at a DMV Connect location regardless of the source, whether stored, collected or transmitted by, or on behalf of DMV, in accordance with DMV's [Safeguard the Card](#) policies (refer to PCI DSS guidelines in [CSCOM-001](#)). DMV Connect must process payments by logging into the Remote Desktop Server (RDS), then logging into Converge. **END**

#### REVISION>>>>>

For an overview and DMV's payment acceptance policy and a detailed list of acceptable types of payment, refer to [CSCOM-002](#) and DMV's [Customer Payment Policy](#).

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### DMV CONNECT REQUIREMENTS-SINGLE PAYMENT PROCESSING

1. Verify payment method with the customer (cash or check or payment card).
  - For payment by check, verify check acceptability following [Check Acceptance Policy](#) guidelines in this procedure.
2. Enter the payment method in the system:  
**<<<<<REVISION**
  - For cash or check, enter the total balance due in the appropriate payment method field
  - For payment using a payment card, continue to the next step. **END REVISION>>>>>**
3. Process the payment transaction:
  - Payment using a payment card:
    - a. System displays balance due.
    - b. Inform customer of the balance due.
    - c. Request payment card from customer.  
**<<<<<REVISION**
      - d. Inform the customer that the card is processed as credit.
        - a. If the customer does not wish to process the payment as credit, they must pay with check and/or cash.
      - e. Select Credit/Debit
      - f. Log into RDS
      - g. Log into Converge
      - h. Select the appropriate source code terminal **END REVISION>>>>>**
      - i. Enter the following into the Converge system:
        - Payment card type
        - Card number

- Expiration date
    - CVV code
  - j. Review payment card information entered in the system
  - k. Process the payment in Converge
  - l. Payment is approved in Converge
  - Or
  - Payment is disapproved in Converge
  - <<<<<REVISION**
    - Offer customer the opportunity to pay with another payment card.
  - m. Return payment card to the customer (signatures are not required)
  - n. Exit Converge
  - o. Select "Payment Complete" in RDS.
- For declined payment cards:
  - a. Return the card to the customer and inform them that their payment card would not process.
  - b. Ask the customer how they would like to pay for the transaction (different payment card, cash, check).
  - c. Exit Converge if customer prefers to pay by cash or check.
  - d. Select "Cancel Payment"
  - e. Enter collected amount **END REVISION>>>>>**
  - f. Customers with questions are advised to contact their banking institution.
- When a customer requests a transaction be voided for which some portion of the transaction was paid by a payment card:
  - a. Void the transaction in the system
  - b. Void the charge in Converge
- 4. Print and give the customer his receipt(s).
  - Paid transactions
  - Voided transactions
  - Voided payment authorizations
  - Credit Card Activity Reports when more than 5 payment cards are processed.

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#### **DMV CONNECT EMPLOYEE REQUIREMENTS-SPLIT PAYMENTS (CASH, CHECK, CARD)**

**<<<<<REVISION**

1. Verify that customer wishes to split payment between multiple payment methods:

Payment Method Options
Cash & Check
Multiple Payment Cards

**END REVISION>>>>>**

2. Enter the exact dollar amount the customer desires to pay per payment method in the system.
3. Process the payment in Converge.
4. Process the payment in the system.
5. Print and give receipt to the customer.
  - Paid transactions
  - Voided transactions

- Credit Card Activity Reports when more than 5 payment cards are processed

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## POINTS TO REMEMBER

1. For handling payment cards left at a DMV Connect by the customer, refer to [CSCOM-002](#).
2. Process split payments in accordance with [CSCOM-002](#).
3. DMV Connect cannot process payment card partial authorizations (refer to [CSCOM-002](#)).
4. DMV Connects DO NOT accept payment for transactions by payment cards through the mail, by email, fax, phone, or voicemail.

**IMPORTANT:** Notify CSMA at HQ ANY TIME credit card, and other payment card information is received incorrectly by mail, email, fax, phone, or voicemail following guidelines in [CSCOM-001](#). CSMA will maintain, update, and review a CSC improper channel log and provide instructions for proper handling of each specific situation.

5. Customers may pay with debit card or credit card online at [www.DMVNow.com](http://www.DMVNow.com), in-person at a CSC, by fax to secure fax lines, or by calling DMV Direct customer service. Checks and money orders are still accepted by mail.

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## REFERENCES

CSC Payment Card Industry (PCI) Data Security Standards (DSS) Responsibilities-Safeguard the Card [CSCOM-001](#)  
[Customer Payment Policy](#)  
[CSMA Payment Processing EZ Guide](#)  
[Safeguard the Card](#)

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