MVD Procedural Quick Update   #26rev.

RE: **Clerk Transaction Listing**
Effective date: **Immediate**

Date: March 10, 2008
To: All MVD
From: Mac Lewis, MVD Policy and Procedures Manager

[*This is the latest in a series of procedural updates. These updates deal with specific MVD procedures and practices. Managers and Supervisors should consistently distribute the updates to all personnel and integrate them into regular information and training sessions.*]


Effective immediately, field office clerks and managers are <u>required</u> to use the MVD 2.0 "Clerk Comments" box to provide <u>complete</u> explanations of <u>all</u> overages, shortages, voids, no-fee transactions, and any other exceptions or discrepancies in their daily Vehicle and Driver Transaction Reports.

Note: MVD 2.0 users are no longer required to be mail hardcopy Revenue Summary, Transaction Listings and Deposit slips to Cash Control (Financial Distribution Bureau).

Clerks' and managers' comments, together with the field offices' daily deposit information, are transmitted electronically to the MVD Distribution Unit in Santa Fe. Before the "Clerk Comments" box was added, a field office clerk could only explain a discrepancy on the daily transaction report by printing the report, handwriting an explanatory note, signing it, and giving it to the field office manager.

Now a "Clerk Comments" box appears at the bottom of the transaction reports screen. Because this is a "free text" box, the clerk can type in a detailed explanation of any shortages, overages, voids, etc., then click "Save Comments."

Once a comment is saved, the clerk cannot revise or delete it, but can add new comments. The clerk's comments are added on the computer to the clerk's daily Vehicle and Driver Transaction Reports, which the manager can see by viewing the clerk's comments online.
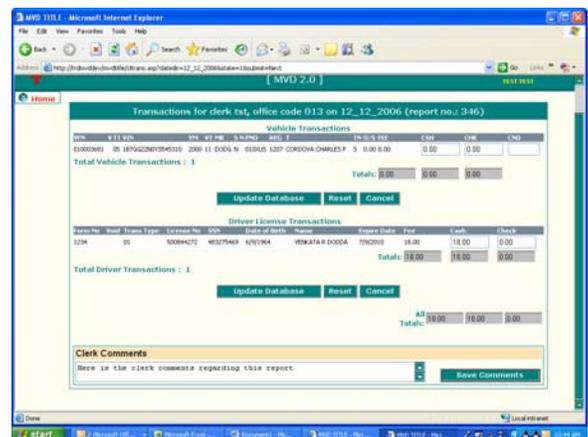
A comment such as "clerk XXX short $65.00" is not acceptable, as there is no explanation of the shortage.

Examples of more appropriate and acceptable comments might include:

- Over $265.00 due to double transfer on transaction #123456- $20 late transfer penalty and $245 excise tax

- Transaction #123456 needs to be voided - $75 total – replacement plate $15, remainder registration

- Short $365.00 on transaction #123456 – should have been no fee – original transaction done 1/1/08 and paid in full – documentation never received - $294 excise tax, $20 late fee penalty, $51 registration fee

If the cause of a shortage or overage is a clerk error, that too is important to state clearly, as it may indicate where specific additional training is needed. For example:

- Clerk XXX short $65.00 on transaction #123456 – gave wrong change.

- Clerk XXX short $65.00 unknown reason.

- Clerk XXX short $65.00 – forgot to collect for transaction #123456.

The field office manager can now see the individual clerks' comments on screen and add manager comments. The manager then (on computer) enters the field office's daily deposit slip number and the amount of the deposit and clicks "Save."

- If your office deposits to a Bank of America account the manager must enter the last five digits of the deposit slip number and the deposit amount and click "Save."

- If your office deposits to an account at any other bank the manager must enter five nines (99999) as the deposit slip number and the deposit amount and click "Save."

The MVD Distribution Unit will receive a report that includes both the clerk's and the manager's comments for the day. There is no need to forward hard-copy documentation to the MVD Distribution Unit. This will be beneficial to the MVD Distribution Unit and will make the balance/closeout procedure easier and faster.

Field office managers and supervisors should refer any comments or questions regarding this Procedural Quick Update to their Bureau Chiefs, with cc to mac.lewis@state.nm.us. Others are encouraged to direct comments or questions directly to Mac Lewis, MVD Policy and Procedure Manager, at mac.lewis@state.nm.us.