



- Turn off alarm.
- Driver License Computers
 - Power on computers.
 - Verify shipment number.
 - Load printer with MEDL security paper.
 - Check motor voter card stock.
- Motor Vehicle Computers
 - Power on computers.
 - Verify shipment number.
 - Check printer paper.
- Distribute startup cash to each clerk.
- Distribute beginning counter inventory according to office procedures.
- Adjust date on hand validator or hand stamp.
- Set phone to day use.
- Return phone messages within eight hours of receipt.
- Check e-mail and respond to central office requests.
- Complete previous day's TRIPS shipment.
 - Verify Miscellaneous Accounting transactions contain the correct MTAS codes, distribution amounts, etc.
 - Verify all non-TRIPS inventory is marked "not available."
 - Complete an Inventory Credit Request on the request form for any voided, missing, or mutilated inventory that is not a TRIPS Void and mark "not available" using the appropriate code in the drop down box; and
 - Refer to [Inventory Insights](#) for reporting inventory corrections.
 - Print inventory report.
 - Post inventory into the perpetual inventory book. Research discrepancies immediately (check Inventory Insights for appropriate procedure);
 - Redistribute "held for pending sale" inventory for immediate sale after verification of status; and
 - Verify Temporary Registration Permits have been appropriately logged and accounted for.
 - Examine transactions for completeness i.e., appropriate signatures, questionable sale price, mileage, date of purchase etc. Also spot-check for any fraud or impropriety (title and registration transactions), i.e., verify 180-day tax credits, etc.; and
 - Enter Doc 77's into the reject system (DMTR) before closing the TRIPS shipment.
- Verify all cashiers are closed to the shipment (Drivers License cashiers and shipments were closed the previous day).
- Close shipment and print finalized TRIPS Accounting report.
 - Print credit card reports;
 - Adjust report for manual voids, excess fees, or other corrections; and
 - Verify manual and pre-payment voids, and overrides were processed according to [Voiding A TRIPS Transaction and Document Type 77\(LP017\)](#).
 - Complete [License Office Request Form](#) "Request a TRIPS Void" for post payment voids involving inventory.
- Make corrections to the Driver License Accounting Report (printed upon closing) i.e., voided driving records, other corrections made to the cashier reports, etc.
- Deposits (must be made no later than the second banking day after the shipment date):
 - Prepare deposit slip using totals from TRIPS and Driver License Accounting Report and the credit card reports according to [End-of-Day Countdown Process, Balance Receipts and Deposit Ticket Preparation \(LP023\)](#);
 - Deposit state funds; and
 - Enter validated deposit slip amounts into the Central Bank website before 10:00 a.m. on the morning of the third banking day following the shipment date.
- Prepare shipment for mailing according to [Shipment Batching \(LP020\)](#) (must be mailed no later than the third business day after the shipment date and received no later than 10 business days after the shipment date).
 - Retain and file registration receipts and proof of Federal Heavy Vehicle Use Tax (FHVUT), if applicable as well as any other documents required by LP020.

Throughout
the Day

- Check e-mail and applicable fraud alerts.
- Return phone messages within eight hours of receipt.

Day End and Closing

Motor Vehicle

- Verify all non-TRIPS transactions are entered into Miscellaneous Accounting.
- Management verifies:
 - Cashier total collections agrees with cashier report totals;
 - Method of payment errors are documented; and
 - Cashier starting change.
- Review manual voids, excess fees, overrides or other adjustments.
 - Verify cashiers entered manual void sub-transaction number in long and short reason. If not entered, manually record the number on the cashier report.
- Ensure cashier closed to the shipment.
- Power off computer(s). (Except the 1st Tuesday of the month for updates.)

Driver License

- Close shipment (reports will print.)
- Management verifies:
 - Cashier total collections agree with cashier report;
 - Method of payment errors are documented; and
 - Cashier starting change.
- Power off computer(s). (Unless notified an update is scheduled.)

General Security

- Secure and lock up transactions, small inventory items, surrendered plates, MEDL security paper from the printer, undeposited receipts, etc.
- Shred, or secure until shredded, confidential information not required to be retained as outlined in [Record Retention and Destruction Requirements \(LP001\)](#). Complete Record Destruction Survey on the License Office Request Form.
- Set the phone to after-hours use.
- Set alarm and secure facility.

Miscellaneous Weekly and
Monthly Contract Requirements

- Print License Offices News and review with staff within eight business hours of receipt, including updated procedures. Review Special Announcements upon receipt.
- Submit request to remove employee accesses (within 5 business days of their last date of employment).
- Send Motor Voter cards to County Clerk's office (every 5 days).
- Check inventory and form levels (weekly).
- Enter comments into the Customer Service Survey Reporting on the License Office Resource page (weekly).
- Maintain log and file of complaints and resolution (immediately upon receipt). Respond to written complaints within three business days of receipt of License Offices Bureau communication.
- Measure customer wait times to ensure overall customer and state agency expectations are met. Take necessary steps to maintain the stated wait times in proposal (if not proposed, no more than 30 minutes).
- Test and document security system and cameras (monthly).
- Discuss all concerns to be reported on the License Office Observation Survey with contractor or representative. Follow "Contract Concerns Reporting Protocol".
- Office management must review title and registration transactions processed by office personnel for impropriety and initial the transactions "at least weekly".