

ACCOUNTING PROCESSING: NON-SUFFICIENT FUNDS (NSF) PROCEDURES

MVD Accounting – Finance Bureau

This task consists of processing non-sufficient funds (NSF) charges, revoking vehicle registration and payment of NSF fees.

Once the county is notified of non-sufficient funds by the bank, fees will be added back to the customer's record with a "cash only" flag. After recording the fees on the customer's record, a letter is sent notifying the customer. The customer has 21 days to pay the fees before revocation will be added to the registration.

If a revocation of registration is applied and the customer pays after 21 days, a new registration will be printed and given to the customer.

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Summary of Steps: Adding the NSF Charges

This process adds a cash only alert to the customer's record and suspends registration of the vehicle(s) paid with the NSF check.

- 1. ARTS Menu → Finance → NSF → Create New NSF
- 2. Input: Location, Payment Type, Check #, and Amount
- 3. Select Search.
- 4. Results appear in NSF Management. Verify the customer and select the customer by double-clicking.
- 5. Remove Security Interest Holder(s) (if present) in the NSF Collection window.
- 6. Highlight the **Security Interest Holder** row and select **Remove Row** button.
- 7. Select Add Action button to add the NSF fees, in the NSF Collection window.
- 8. Select Create Customer Exception in the Action dropdown menu.
- 9. Select Add Action button again and select Create Fines in the Action dropdown menu.
- 10. Select **County Assessed** and enter the amount of the **NSF charge** the county applies.
- 11. Select Add Action button again and select Create Customer Characteristic in the Action dropdown menu.
- 12. "Clear on Pay" checkbox is automatically checked (leave this as is). Select Save.
- 13. **Send a letter of non-payment** to the customer (either the letter template that resides in ARTS or County template may be used). Instructions below for using the ARTS template.

 - b. Select Notice of NSF In the Choose Correspondence window .
 - c. Complete the **General** and **Details** tabs.
 - d. Select **Preview** button to preview the letter.
 - e. Select Print to print the letter and mail to the customer.

Summary of Steps: Collecting an NSF That Has Not Been Revoked (Within 20 Days of Notification)

- 1. ARTS Menu→ Finance→NSF→Collect NSF
- 2. Search for the NSF charges/customer in NSF Management.
- 3. Input: Location, Check number, Amount
- 4. Verify the customer and amount of check.
- 5. Double click the customer and select Pay Now when the Collect NSF window appears.
- 6. Select Fines button in the Payment Manager window.
- 7. **County assessed fines** line is added with the predetermined amount in the **Fees Transaction** window.
- 8. Select the **Pay Now** button.
- 9. In the **Payment Manger** Window, *merge the two lines* for one payment.
- 10. Highlight the first line and while pressing and holding the Shift key, select subsequent line(s).



- 11. Select the Merge button.
- 12. Confirm merge by selecting "Yes" in the Statement Merge Confirm pop-up.
- 13. **Select** *one* of the statement lines in the Statement List window and select **OK** and the statements will merge.
- 14. Select the Statement Payment tab when the Payment Manager window appears.
- 15. Select the **payment type** in the type drop-down and the **Pay** button to remove the stop and cash only exception.

Summary of Steps: Creating a Revocation (Payment Not Received Within 21 Days of NSF Notification)

- 1. ARTS Menu→ Finance→NSF→Collect NSF
- 2. Select Check on the Payment type drop-down menu of the NSF Management window.
- 3. Input: Check number and amount of the check and select Search.
- 4. Verify the customer and double-click the customer in the NSF window to open NSF Collection.
- 5. Select the Add Action button.
- 6. Select Create Financial Offset in the Action drop-down menu and select Save.
- 7. ARTS→VRT→Title and Reg→Terminate Registration
- 8. Enter customer or vehicle information in the appropriate field(s) on the Terminate Registration Pre-Qualifier.
- 9. Select Continue.
- 10. Verify vehicle paid with the NSF check in the search results.
- 11. Double-click the vehicle record to open the Rev/Sus/Term Registration window.
- 12. Select **Revoked** in the Reason dropdown.
- 13. Select **Removed** in the Plate Disposition dropdown.
- 14. Select **Commit** button.

Summary of Steps: Payment/Reinstatement of Revoked Registration

- 1. ARTS Menu→VRT→Title and Reg→ Reinstate Registration
- 2. **Search** for the customer by *customer number or vehicle information* in the Reinstate Registration Pre-Qualifier window.
- 3. Select Continue.
- 4. Verify vehicle information in the search results.
- 5. **Double-click** to select the vehicle that shows as revoked in the disposition.
- 6. Select the **stop sign icon** within the Legal name field when the **Reinstate Registration** window appears.
- 7. Select on the red X icon to the left of the customer's name in the Customer Maintenance window.
- 8. Exception Case Management window opens. Select the end date drop-down and today's date and Save.
- 9. Select Save in the Customer Maintenance window and return to the Reinstate Registration window.
- 10. Select Pay Now button.
- 11. Select the **Auto Approve** button when the error screen appears alerting this is a cash only customer.
- 12. Select the **Fines** button to add the fine when the **Payment Manager** window opens. Not all fees are included.
- 13. ARTS Menu → Cash Drawer → Miscellaneous Transaction
- 14. Select Fee for New Registration in the Product dropdown menu.
- 15. Enter the amount and select Pay.
- 16. **Merge all payments**, in the Payment Manager window, by *selecting a row while pressing and holding the shift key and clicking subsequent row(s)*.
- 17. Select Merge.
- 18. Select the payment type and select Pay on the Statement Payment tab.



Detailed Procedures: Adding the NSF Charges

This process adds a cash only alert to the customer's record and suspends registration of the vehicle(s) paid with the NSF check.

 Access the following in the ARTS program: Finance →NSF→Create New NSF



- 2. In the Create NSF window, enter:
 - a. Location
 - b. Payment type
 - c. Check number
 - d. Amount



3. Select Search.

Payment Type		
Check	· •	
Check #		
1526	_	
Amount		
55.00		
Payment Date		
~		
Customer Name	Customer #	
	(1000)	
Payor Name	Payor #	

- 4. Results will appear in NSF Management.
 - a. Verify the customer.
 - b. Select the customer by double-clicking.

earch Filter: [Paymen '2/28/20	1 Type] = 'Check' AND [19 12:00 AM' AND [Thr	[Check #] = '1140' ough] = '2/28/201	AND [Amo 19 11:59 PM	unt] = '75.(('	00' AND [Fr	om] = 1	Records	Selected	
tran a column header	here to group by that a	nkimo							
a counn neader	nere to group by that c	oumn							
Lustomer Name	Location	Payment Type	Check #	Amount	Tx Type	Statement #	Status	Postec	
والمطالبة والتجديل المشالية	Boone - Primary	Check	1140	\$75.00	RR	50139058	Open	2/28/2	



- 5. Remove Security Interest Holder(s) if present in the **NSF Collection** window.
 - a. Highlight the Security Interest Holder row.
 - b. Click **Remove Row** button.

ISF Collection									- 0	x
Payment Information Check # 1526	n Payment Amour \$55.00	nt Statemer \$55.00	nt Amount	Date 1/2/2	019 8:35	48	ocati	Polk - Pri	mary	•
Statement # 50151197	Payment Metho Check	d Locati Boone	on - Primary			L	ocate	Payment		
NSF Detail								√ View /	AII NSF Reco	rds
Customer #	Customer Name	Tx Type	Status	Date		Add Actio)	Customer	County_ID	
1082457	Berning, Vernon Ray	RR	Open	• 2/28	/2019	Add Act	tion	V		8
3677358	Members 1st Commu	RR	Open	- 2/28	/2019	Add Act	tion	V		8
Remove Row						Save		Pay Now	Cancel	

- 6. To add the NSF fees, in the **NSF Collection** window:
 - a. Click Add Action button.

Payment Informat Check # 1526	sion Payment \$55.00	Amount	Statement Amount \$55.00	Date 1/2/2019 8:35:48	Location	Polk - Pri	imary	
Statement # 50151197	Payment Check	Method	Location Boone - Primary		Locate Pa	wment		
NSF Detail						View	AI NSF Reco	rds
Customer #	Customer N	Тх Туре	Status 0	Date Add	Actio Cut o	mer A	County_ID	
	There are a second second	RR	Open 💌	2/28/2019	d Action			8

b. Select Create Customer Exception in the Action dropdown menu,

NSF	FCo	llec	tion												0	×
P	aym	ent	Infom	ation								Loca	tion	Polk - Pr	rimary	-
1	526	* *			\$55.00	t Amount	\$55.	onent A	mount	1/2/2019	8:35:48					
S	State	eme 119	nt# Z		Payment Check	Method	B	ocation oone - Prir	mary			Loca	te Pay	ment		
NS	FD	etail												View	All NSF Rec	ords
	Cu	ston	ner #	Cu	stomer N	Тх Туре		Status		Date	Add Ac	tio (Custom	er A	County_ID	
•	Ξ	1	1082	57 Ber	ming, Verse	RR		Open	-	2/28/2019	Add A	ction	3	/		8
				Actio	n	Fine 1	ype		Amou	nt	Clear	on Pay	86	Excep	ption Case II)
		P.	×			-						1				
				Create	Cash Refur	nd Characteris	tic	ĺ								
				Create	Customer E	Exception										
				Create	Financial O Fines WM Follow-	nsets -Up										



- c. Click Add Action button a second time.
 - i. Select Create Fines in the Action dropdown menu.
 - 1. Select County Assessed.
 - 2. Enter the amount of the NSF charge the county applies.

Check 1526	#	Payment \$55.00	Amount	Statement Amo \$55.00	Date 1/2/2019	8:35:48		
Statem 501511	ent # <u>97</u>	Payment Check	Method	Location Boone - Primar	у	Los	ate Payment	
SF Deta	al .						View	All NSF Records
Cust	omer # C	ustomer N	Tx Type	Status	Date	Add Actio	Customer A	County_ID
•	1082457,0	errange, Version	RR	Open	2/28/2019	Add Action	1	-
	Act	on	Fine Ty	rpe Ar	mount	Clear on Pa	y Excep	otion Case ID
	X Creat	e Custome	-			1		
1	Creat	e Fines	-	-				
			Admini Admini Bank C	strative Fee strative Fee charge				
			Other	y Assessed Fines				
	4						View	AI NSF Record
SF Deta	omer # C	ustomer N	Tx Type	Status	Date	Add Actio	Customer A	County_ID
SF Deta Custo		and a star	RR	Open	2/28/2019	Add Action		
SF Deta Custo	1082457 B	erning, ver			And and a second s			
SF Deta Custo	1082457 B	on	Fine	A/	mount	Clear on Pa	y Exce	ption Case ID

- d. Click Add Action button a third time.
 - i. Select Create Customer Characteristic in the Action dropdown menu.
 - 1. "Clear on Pay" checkbox is automatically checked. Leave as is.
 - ii. Click Save.

Customer # Customer N Tx Type Status Date Add Action Customer A County JD Customer # Customer N Tx Type Status Date Add Action Customer A County JD Add Action County JD Add Action County JD Customer Price Type Amount Clear on Pay Exception Case ID Customer Price Type Amount Clear o	Check 1526 States 50151	k #	nt #	Payment \$55.00 Payment Check	M	mount Stat \$55. ethod L B	ocatio	on Prim	ount Date 1/2/20198	1:35:48	Location	Polk - P	rimary	
Action Fine Type Amount Clear on Pay Exception Case ID X Create Custome X X X X X Create Fines X X X X Create Customer Overacteristic Create Fines X X X Create Customer Overacteristic Create Fines X X X	Cus	tom	er z	Customer N	D	Type	Statu	8	Date	Add Ac	to Custo	mer A	County ID	9/05
Acton Fine Type Amount Clear on Pay Exception Case ID X Create Fines County Assessed \$20.00 Image: Club County Assessed Image: Club County Assessed X Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Assessed Image: Club County Asses				22 Demogram		1	Open		2/28/2019	Add A	ction		county just	8
Create Customer Characteristic Create Fines Create Fines Create Fines Create Fines Create WM Follow-Up	1			Action		Fine Type			mount	Clear	on Pay	Exce	ption Case ID	
Create Fines County Assessed \$20.00 Section Control of Section Create Customer Characteristic Create Fines Create Fines Create Fines Create WM Follow-Up			×	Create Custome	•									
Image: Create Carb Refined Create Customer Ownacteristic Ureate Unsomer Exception Create Fines Create Fines Create WM Follow-Up			×	Create Fines	•	County Asse	ssed		\$20.0	00	12			
Create Cade Refind Create Customer Characteristic Ureate Financial Offsets Create Fines Create Fines Create WM Follow-Up		2	×		-						2			
Create Customer Characteristic Ureate Financial Offsets Create Financial Offsets Create Fines Create WM Follow-Up	-	-	-	Create Cach Ref.	4		_	-						
Oreate Financial Offsets Create Financial Offsets Create Fines Create WM Follow-Up			L	Create Customer O	ha	acteristic								
				Create Financial O Create Fines Create WM Follow	ffse	ts								



- 7. Send a letter of non-payment to the customer (using either the letter template that resides in ARTS or the County template). Instructions are below for using the ARTS template.
 - a. In **ARTS**, select:



Tools \rightarrow Correspondence \rightarrow Send Correspondence

b. In the Choose Correspondence window, select Notice of NSF.

Choose Cor	respondence	- • ×
Template	Notice of NSF	•
Search		Search
	Cover Sheet Dealer Franchise Termination Dealer Go Back	^
	Notice of NSF	
	Notice of Request for Hearing Notice of Title Receipt	-
		Select Cancel

i. Complete the General and Details tabs.

ailing Date	Location				
6/2019	 Accidents 	-			
eneral De	tails				
Subject	Notice of NSE <name.< p=""></name.<>	, ,			
То			Custom	er County Org	Override Addr
From	Janet Davis			Customer	County Org
CC Nar	me		Office		
				Customer	County Org

ii. Click Preview button to preview the letter.



iii. Click **Print** to print the letter and mail to the customer.



Detailed Procedures: Collecting an NSF That Has Not Been Revoked (Within 20 Days of Notification)

1. In **ARTS**, click:

Finance \rightarrow NSF \rightarrow Collect NSF





- 2. Search for the NSF charges/customer in **NSF Management** by entering:
 - a. Location
 - b. Check number
 - c. Amount
 - d. Click Search

earch Results		
Location	1 4 1 1 1 1	
Payment Type		
Check		
Check #		
1526		
Amount		
55.00		
Customer Name	Customer #	
	(care)	
Status		
NSF Date		
From	hrough	
• 1/28/2019 12:00 AM	10(5013 11:33 bM	

- 3. Verify the customer and amount of check.
 - a. Double click the customer.

NSF Management	t							
Search Results	nent Type] = 'Check	' AND [Check #1	= '1526' AN		t1 = '55 00'	AND (From) =	16	Records Selecter
3/6/	2019 12:00 AM' AN	D [Through] = '3/	6/2019 11:	59 PM'	nj - 00.00 i	read friding -		
Drag a column hea	der here to group b	y that column						
Drag a column hear	der here to group b Location	y that column Payment Type	Check #	Amount	Tx Type	Statement #	Status	Posted

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- b. The Collect NSF window opens.
 - i. Click Pay Now button.

Payment Information Check # 1526	Payment \$55.00	Amount	Statement Amount \$55.00	Date 1/2/2019	8:35:48	ocation Audits [OL Issuance
Statement # 50151197	Payment Check	Method	Location Boone - Primary		L	ocate Payment	
ISF Detail						View	All NSF Records
Customer #	Customer N	Tx Type	Status	Date	Add Actio.	Customer A	County_ID

- 4. In the **Payment Manager** window:
 - a. Click the **Fines** button.

tate	ment Manager Statement	Payment				
state	ement					
lerr	ning, Vernon Ray		-			
Ca	sh Drawer / Location Cash Drawer			Location		
+/	Audits DL Issuance PC Cash	Drawer 1		Audits DL Issuar	nce PC	
+ /	Audits DL Issuance PC Cash comer / Payment Details	Drawer 1		Audits DL Issua	nce PC	
+ /	Audits DL Issuance PC Cash comer / Payment Details Customer Name	Drawer 1	Customer #	Audits DL Issua	Primary	Add Payment Btn
◆ / Custi	Audits DL Issuance PC Cash omer / Payment Details Customer Name	Drawer 1	Customer #	Audits DL Issua	Primary	Add Payment Btn Fines Add Paymen
+ / Custi	Audits DL Issuance PC Cash omer / Payment Details Customer Name	Amount	Customer #	Audits DL Issuar	Primary Zimary	Add Payment Btn Fines Add Paymen Total

i. Fees Transaction window opens.

County assessed fines line is added with the predetermined amount.

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ii. Click Pay Now button.

Fine Transaction				- • 💌
			Location	Audits DL Issuance 🔻
Customer Name Berning, Vernon Ray	0 +1	ustomer # 082457		
Fines				View All Customer Fines
Reason	Status	Туре	Amount	Fine Date
NSF - Bank Cha	Pending	County Assessed 🗖	\$20	0.00 3/6/2019
			\$20	
Add Row Remov	e Row			
Comment				
				*
				-
		Г	Save	av Now Cancel
				Cancer

5. In the **Payment Manger** window, merge the two lines for one payment.

Statement Manager	Statement Payment				
Customer Name	l	ocation	Items	Total	Pay Amount
+	4	Audits DL Issuance PC	1	\$55.00	\$55.00
H	4	Audits DL Issuance PC	1	\$20.00	\$20.00

a. Highlight the first line.



- b. While pressing and holding the Shift key, select subsequent line(s).
 - i. Click the **Merge** button.

Statement Manager	itatement Pa	iyment				
Customer Name		Location	Items	Total	Pay Amount	
-		Audits DL Issuance PC		1 \$55.00		\$55.0
		Audits DL Issuance PC		1 \$20.00		\$20.0
Nume 1						
iver ge	move					

ii. Confirm merge by clicking "Yes" in the Statement Merge – Confirm pop-up.



- 6. The **Statement List** window opens.
 - a. Click on one of the statement lines.
 - b. Click **OK** and the statements will merge.

Customer Name Location Items Total Con Audits DL Issue 1 \$20.00 Audits DL Issue 1 \$55.00	mments
Audits DL Issue 1 \$20.00 Audits DL Issue 1 \$55.00	
Audits DL Issue 1 \$\$5.00	

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- 7. The **Payment Manager** window opens.
 - a. Click the Statement Payment tab.

Statement Manage	Statement Payme	nt			
Customer Name		Location	Items	Total	Pay Amount
+		OVMCS - Primary	2	\$75.00	\$75.00

- i. Select the payment type in the type dropdown.
- ii. Click **Pay** button.

This will remove the stop and cash only exception.

Payment Manager	
Statement Manager Statement Payment	
Statement	
Cash Drawer / Location Cash Drawer Location	
Customer / Payment Details	and Dis
Customer Name Customer # Primary Add Paym	Add Payment
Amount Number REF # Expiration Tot	al
I 🗙 Cash 🔹 \$75.00 …	\$75.00
	Payment Manager Statement Payment Statement Manager Statement Payment Statement Image: Statement Payment Statement Image: Statement Payment Statement Image: Statement Payment Cash Drawer / Location Image: Statement Payment Cash Drawer / Location Image: Statement Payment Image: OVIMCS - Cash Drawer 17 Image: Statement Payment Customer / Payment Details OVIMCS - Primary Customer / Payment Details Image: Statement Payment Image: Over Payment Details Image: Statement Payment Image: Over Payment Payment Payment Image: Statement Payment Image: Over Payment Payment Image: Statement



Detailed Procedures: Creating a Revocation (Payment Not Received Within 21 Days of NSF Notification)

In ARTS, access:
 Finance→ NSF→ NSF Management



2. The NSF Management window opens.

- a. Select Check on the payment type dropdown menu.
- b. Enter the check number.
- c. Amount of the check.
- 3. Click Search button.

earch Results		
Location		
Payment Type		
Check		
Check #		
1526		
Amount		
55.00		
Customer Name	Customer #	
Status		
NSF Date		
From	hrough	
♦ 1/28/2019 12:00 AM	3/6/2019 11:59 PM	



- 2. In the **NSF Management** window:
 - a. Verify the customer.
 - b. Double-click the customer to open NSF Collection.

arch Results								
Search Filter: [Paymen '2/28/20	t Type] = 'Check' AND [19 12:00 AM' AND [Thr	Check #] = '1140' ough] = '2/28/201	AND [Amou 19 11:59 PM	unt] = '75.(I'	00' AND [Fn	om] = 1	Records	Selected
	here to group by that a	olumo.						
Drag a column header	here to group by that c	olumn						
Drag a column header Customer Name	here to group by that c Location	olumn Payment Type	Check #	Amount	Тх Туре	Statement #	Status	Postec

- 3. In **NSF Collection** window:
 - a. Click **Add Action** button.
 - b. Select **Create Financial Offset** in the Action dropdown menu.
 - c. Click Save.

VSF C	ollection	i .								
Payn Che 1919	ment Infor ick #	mation	Payme \$200.0	ent Amount 0	Statement /	Amount Dat 11/2	e 26/2018	Locatio	n OVMC	S - Primary 💌
5tat 498	tement #	*	Direck	nt Method	Montgome	ry - Primary		Locate F	Payment	
NSF 0	etal								Ver Ver	w All NSF Records
0	ustomer	# Cus	tomer N.	Tx Type	Status	Date	- F	00 HC00 CD	omer A	. County_ID
•				TR	Open	3/6/20:	19	Add Action		69
	***	Action		Fine Type	Amou	nt	Clear of			Exception Case ID
	×	Create	Oust	•			V	Effective	-	
	×	Create F	Fines 💽	County As	5	\$20.00		Pending		
	×	Create (Cust	-			1	N/A		11086514
	2 ×		1	•			2			
		Create	Cash Ref Custome	fund r Characteris	tc					
	- Г	Create	ecosticine Financial	Offsets						
		Create	WM Follo	w-Up						
		_								
	-	1					-			
Hemo	ove Row							Save	Pay Now	Cancel

4. Select in ARTS: VRT→ Title and Reg → Terminate Registration

VRT Reports PWD Plate Merge Cu	stomer MCS Inventory Finance Drive
ELT Customer	
Manage Vehicle	
SI Application	_
Title and Reg 🔶 🕨	Add/Release SI
UCPlates •	Additional Fee for New Registration
Vehicle Ownership Maintenance	Cancel Title
	Convert Title
	Corrected Title
	Dispose Plate
	Edit Plate
	Electronic Title Queue
	ERT Queue
	EZ Registration Renewal
	In Transit Title/Permit
	Insert Plate
	Issue Permit
	Junking Certificate
	Manufacturer Buy Back
	Non-Transferable Registration
	Print Replacement Title
	Recreate Title
	Refund Vehicle Registration
	Registration Renewal
	Reinstate Cancelled Title Transaction
	Reinstate Credit Vehicle
	Reinstate Registration
	Replace Title
	Reprint Registration
	Salvage Title
	Store Vehicle
	Terminate Registration

5. On the **Terminate Registration Pre-Qualifier:**

- a. Enter customer or vehicle information in the appropriate field(s).
- b. Click Continue.

Terminate Registration PreQua	lifier		- • •
Vehicle ID #		Vehicle ID Type	Vehicle Search
		Plate	•
Customer ID #		Customer ID Type	Customer Search
2106205		Customer #	•
	Co	ntinue Rese	et Cancel



- 6. In the search results:
 - a. Verify vehicle paid with the NSF check.
 - b. Double-click the vehicle record.

T	ransaction	Select the Vehicle.	Cancelling will bri	g you back to t	the Application Pre	qualfier.								
6	Vehicle Custor	mer Results												
	Search Filter:	Search Option= Exact Cust Iden	Current Only; Ide Match =True: SI	tification #=21 Dotion=Include	06205; Identificat a SI:	on Type=Driver	s License;					1	Record	ds Sel
	Drag a column	header here to g	oup by that colu	'n										
	Customer #	Drivers License	State Legal Na	1e	Confi Res	idency Address		Managing C	Date of Birth	SSN	USDOT Nu	FEIN	Cust T	DefF
	and the second se													
					Auth			÷					Indi	DEC
					Auth	,							Indi	DEC
	<	VIN	Title-MCO	Plate #	Last Reg M.	. Disposition	Diso Date	Relationship	Vehicle Type	Year	Make	Model	Ind	DEC
	 Vehide # 10557211 	VIN 4538H67572760	Title-MCO- 4192 69AA5740	Plate #	Auth	. Disposition	Disp Date	Relationship Owner 1	Vehicle Type Automobile	Year	Make 2002 Suberu	Model Legacy Out	Vald	DEC
	< Vehide # 10657211 2393495	VIN 4538H67572760 1G8EG25K8RF12	Title-MCO- 4192 69AA5740 1736 69AA2991	Plate # ASL274	Last Reg M 4/30/2019 3/31/2013	Disposition	Disp Date 11/11/2012	Relationship Owner 1 Owner 1	Vehicle Type Automobile Multi-purpose	Year	Make 2002 Subaru 1994 Chevrolet	Model Legacy Out G20 Sportv.	Valid 8062	DEC
	Vehice # 10557211 2393495 4037404	VIN 4538H67572760 1686625K8FF12 1FAPP6042N+11	Title-MCO- 1192 69AA5740 1736 69AA2991 0148 57V13821	Plate # ASL274 	Auth Last Reg M. 4/30/2013 5/31/2013	Disposition Sold Sold	Disp Date 11/11/2012 7/15/2005	Relationship Onner 1 Owner 1 Owner 1	Vehicle Type Automobile Multi-purpose Automobile	Year	Make 2002 Subaru 1994 Chevrolet 1992 Ford	Model Legacy Out G20 Sportv. Thunderbird	Valid ASL 2 8062 I 3743	DEC lation 4 74042 EA032 00052

7. The **Rev/Sus/Term Registration** window opens.

- a. Select Revoked in the reason dropdown.
- b. Select Removed in the plate disposition dropdown.
- c. Click **Commit** button.



Detailed Procedures: Payment/Reinstatement of Revoked Registration

- 1. In **ARTS**, select:
 - $\mathsf{VRT} \rightarrow \mathsf{Title} \text{ and } \mathsf{Reg} \rightarrow \mathsf{Reinstate} \text{ Registration}$

C	VRT Reports PWD Plate Merge Customer MCS Inventory Finance Drive
	ELT Customer
	Manage Vehicle
	SI Application
	Title and Reg Add/Release SI
	UCPlates Additional Fee for New Registration
	Vehicle Ownership Maintenance Cancel Title
1	Convert Title
	Corrected Title
	Dispose Plate
	Edit Plate
	Electronic Title Queue
	ERT Queue
	EZ Registration Renewal
	In Transit Title/Permit
	Insert Plate
	Issue Permit
	Junking Certificate
	Manufacturer Buy Back
	Non-Transferable Registration
	Print Replacement Title
	Recreate Title
	Refund Vehicle Registration
	Registration Renewal
	Reinstate Cancelled Title Transaction
	Reinstate Credit Vehicle
	Reinstate Registration

- 2. The "Reinstate Registration PreQualifier" window opens.
 - a. Search for the customer by customer number or vehicle information.
 - b. Click **Continue**.

nicle Search
omer Search
1000

- 3. In the search results:
 - a. Verify vehicle information.
 - b. Double-click to select the vehicle that shows as revoked in the disposition.

ansaction	elect the Vehick	e. Cancelling will	bring you ba	ack to the Applical	tion Prequalifier				
ehicle Custor	ner Hesuits								
Search Filter:	Search Option Exact Cust Ide	=Current Only; nt Match =True:	Identificatio	n #=2106205; Ider Include SI:	ntification Type	=Drivers Licens	se;	1 Records	Selecte
Drag a column	header here to	group by that c	olumn						
Customer #	Drivers License	State Legal	Name	Con	fi Residency /	Address	Managi	ng C Date of	fBirth
٠ [m							•
۲ ا	VIN	III Title-MCO	Plate #	Last Reg M.	Disposition	Disp Date	Relationship	Vehicle Type	+ Yez
<	VIN 4538H6757	111 Title-MCO 69AA57407	Plate #	Last Reg M 4/30/2019	Disposition Revoked	Disp Date 3/7/2019	Relationship Owner 1	Vehicle Type Automobile	+ Yez *
Vehicle # 10657211 2393495	VIN 4538H6757 1GBEG25K8	III Title-MCO 69AA57407 69AA29916	Plate #	Last Reg M. 4/30/2019 3/31/2013	Disposition Revoked	Disp Date 3/7/2019 11/11/2012	Relationship Owner 1 Owner 1	Vehide Type Automobile Multi-purpose	Yez *
Vehide # 10657211 2393495 4037404	VIN 4538H6757 1GBEG25K8 1FAPP6042	III Title-MCO 69AA57407 69AA29916 57V138216-IA	Plate #	Last Reg M. 4/30/2019 3/31/2013 5/31/2006	Disposition Revoked Sold	Disp Date 3/7/2019 11/11/2012 7/15/2005	Relationship Owner 1 Owner 1 Owner 1	Vehide Type Automobile Multi-purpose Automobile	Yez *

- 4. The Reinstate Registration window opens.
 - a. Click the **stop sign icon** in the Legal Name field.

1 1/1	10010 40											
	1/2018 - 4/3	30/2019 (F	levoked or	3/7/2019)	Usage	Tons Regular			Set	<n< th=""><th>ew Set></th><th></th></n<>	ew Set>	
plication F	ee Detail	Mailing [Documents	1								
Received 0 3/7/2019	Date Ren	ewal Cust	omer	Reason	1 -	Tracking #	Subject 3/7/20	To Reg				
Exp Date Apr 2019	Re • An	g Interval nual	Rer Pos	tcard	Weight:	List Price	Cold 00 Whit	e	Color 2	Sq Footag	e Damage	1
Start /	End	Us	Tonnage	Plate Type	Veh Type	Fee Description	1	Annual Fee	Fee Amount			
11/1/2018	4/30/2019	Regular	0	County Std	Automobile	Owner Reg Fee,	6 Mon	\$50.0	\$25.00			
12/1/2018	3/31/2019	Regular	0	County Std	Automobile	Penalty, Owner	Reg	\$25.0	\$5.00			



- 5. The **Customer Maintenance** window opens.
 - a. Click on the **red X icon** to the left of the customer's name.

Resident Identific	Name cy Audres ation							Custo Defa	omer ult Re	rrype sgMonth	Individual 12 - DEC	
General	Summary	Core	Name	Address	Identification	Contact	Characteristic	Affiliation	List	Membership	MVD Lice	nse Persona
Custor	mer Type					Confiden	ce Rating					
+ Indivi	dual	*	Sec	curity Intere	est Holder	Authenti	cated	Aan	tva Re	portable		
Legal Last	Name Name		R	rst Name	00	Middle N	ame 🖉	Suffix		Date of Birt	h [Date of Death
Goe	ttsche		J	ulie		Ann				12/18/196	51 🗸	
•	ransiteratio	n Ind	+	Transite	ration Ind	• Trans	iteration Ind					
Org.	Name						Defau	t Reg Mont	h	Jurisdiction	of Record	
							12-1	FC	-	TA	-	1

- 6. **Exception Case Management** window opens.
 - Click the end date dropdown.
 - i. Select today's date.
 - b. Click Save.

a.

Cases History		Date of	Birth	lde Driv	ntification ers License -								L	
ception Code	Origin	County	City	Reference	Description	Effective	. End [Date	U	date	d By	1	erson	al Info
NSF	County Tr	Montgo			NSF Exceptio	3/6/2019	3/6/2	019	e br	cue	n .			
									TT 3/	6/201 Mar	9 rch rch, 20	07,20	19	
								Sun	Mon	Tue	Wed	Thu	Fri	Sat
								24	25	26	27	28	1	2
								3	4	5	6	7	8	9
								10	11	12	13	14	15	16
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	r Name Cases History ception Code NSF	r Name Cases History ception Code Origin USF County Tr ow	r Name Date of Cases History ception Code Origin County USF County Tr Montgo	r Name Date of Birth Cases History ception Code Origin County City USF County Tr Montgo	r Name Date of Birth Ide Driv Cases History ception Code Origin County City Reference ISF County Tr Montgo	r Name Date of Birth Identification Drivers License - Cases History ception Code Origin County City Reference Description ISF County Tr Montgo NSF Exceptio	r Name Date of Birth Identification Drivers License - Cases History ception Code Origin County City Reference Description Effective USF County Tr Montgo, NSF Exceptio, 3/6/2019	r Name Date of Birth Identification Drivers License - Cases History ception Code Origin County City Reference Description Effective . End (1957 County Tr Montgo NSP Exceptio 3/6/2019	r Name Date of Birth Identification Drivers License - Cases History ception Code Origin County City Reference Description Effective USF County Tr Montgo NSF Exceptio 3/6/2019 (19/2019) Curry Tr Montgo Sun 24 31 00 17 24 31	r Name Date of Birth Identification Drivers License -	r Name Date of Birth Identification Drivers License - Cases History ception Code Origin County City Reference Description Effective Vision of the Ur date Visi County Tr Montgo NSF Exceptio 3/6/2019 v brane Sun Mon Tue 24 25 26 3 4 5 10 11 12 17 18 19 24 25 26 31 1 2	r Name Date of Birth Identification Drivers License - Cases History ception Code Origin County City Reference Description Effective Field at Undated By 136/2019 the cuen 136/2019 the cuen Sun Mon Tue Wed 24 25 26 27 3 4 5 6 10 11 11 21 13 17 18 19 20 24 25 26 27 3 1 1 2 3 Clear	r Name Date of Birth Identification Drivers License - Cases History ception Code Origin County City Reference Description Effective USF County Tr Montgo, NSF Exceptio 3/6/2019 ↓ 15 scuen 13/6/2019 ch 07, 20 March, 2019 Sun Mon Tue Wed Thu 24 25 25 27 28 3 4 5 6 7 10 11 12 13 14 17 18 19 20 21 24 25 26 27 28 31 1 2 3 4 Clear	r Name Date of Birth Identification Drivers License - Cases History ception Code Origin County City Reference Description Effective . End Date Ur Sated By USF County Tr., Montgo., NSF Excepto 3/6/2019 (Di Cuen 13/6/2019 ch 07, 2019 March, 2019 Sun Mon Tue Wed Thu Fri 24 25 26 27 28 1 3 4 5 67 8 10 11 12 13 14 15 17 18 19 20 21 22 24 25 26 27 28 29 31 1 2 3 4 5 Clear



- 7. Clicking **Save** in the **Customer Maintenance** window will return the user to the **Reinstate Registration** window.
 - a. Click **Pay Now** button.

hicle 200 11/	2 Subar 1/2018	u Legac - 4/30/2	y Outb 2019 (R	ack A Nevok	WP ed on 3	3/7/2019)	Veh T Usage	ype e/Tons	Automobi Regular	le			Locatio Set	Pok -	Prir
pplication	Fee Det	ai Mai	ling [Docum	ients											
Received	Date	Renews	al Cust	omer		Reaso	n		Tracki	ing #	Subje	ct To Reg				
3/7/2019	~					Revol	ed	v			3/7/2	2019 🖌				
Registration	n .	C. Market														
Exp Date		Regin	terval	-	Rene	swal Pref	_	Weight		List Price	Co	lor	Color 2	Sq	Footage	1
Apr 2019		Annua	-	•	Posto	card	•	3	,500	\$23,400.0	10 W	nte				
Start /	End		Js	Tonn	age P	Plate Type	: V	eh Type	Fee D	Description		Annual Fe	e Fee Am	ount		
11/1/2018	4/30/2	019 Re	gular		0 0	County St	d A	utomobile	Owne	r Reg Fee,	6 Mon	\$50.0	00 \$	25.00		
12/1/2018	3/31/2	019 Re	gular		0 0	County St	d A	utomobile	Penal	ty, Owner	Reg	\$25.0	00	\$5.00		
Customer	e Plate omer ID	Fee ID	Type	poun	d Fee	Name		Print	Name	R	esidenc	:y Address	2	Date	of Birth	Rei
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Replac Customer Cust Selection Plate Chan	e Plate omer ID ges	Fee ID	Type	pound	d Fee Legal	Name		Print	Name	R	esiden	ry Address	saction F	Date	of Birth	Re
Replac Customer Cust	e Plate omer ID ges	Fee ID Plate Di	Type spositi	pound	i Fee Legal	Name late Type		Print	Name III Plate #	R	esiden	cy Address	saction Fe	Date	of Birth	Rel
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Replac Customer Customer Plate Chan Current F New Plate	e Plate omer ID ges Tate e	Fee ID Plate Di Reissue	Type spositi	pound ion	I Fee Legal	Name fate Type ounty Std		Print I	Name III Plate # ASL274	R	esiden: t Plate	ry Address Tran Regis	saction Fe	Date ees es	Fee S25.00	Rel
Replac Customer Customer Plate Chan Current F New Plate Granda	e Plate omer ID ges Tate [e ther Big	Fee ID Plate Di Reissue	Type spositi	ion	d Fee Legal P	Name fate Type ounty Std		Print I	Mame III Plate # ASL274 ASL274	R	esiden: t Plate	ry Address Tran Regi Plate Other	saction Fe	Date ees es	of Birth Fee \$25.00 \$0.00	Rel
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- i. An error pop-up appears alerting this is a cash only customer.
- ii. Click Auto Approve button.

	mary Edit	5				
btn	ID	Edits and Exceptions		btn Process Edit	Status	R
0	DE 27	Transaction not being pe	rformed in the correct count	Process Edit	Needs Approval	
		111				



- 8. The **Payment Manager** window opens.
 - a. Click **Fines** button to add the fine.
 - i. Notice not all fees are included.

		Chatamant D	and a second second							
tateme	ent Manager	Statement P	pyrivers.							
Ratem	ent	_								
Cash	Drawer / Loo sh Drawer	cation			Locatio	n				
+ 01	/MCS - Cash I	Drawer 17			Polk - F	Primary				
Suston	ner / Payment	Details								
(Customer Nan	ne		Customer #			Primary		Add Paym	nent Bth
×	•							1	Fines	Add Payment
	9 T	ype	Amount	Number		REF #		Expiration	То	tal
			\$30.00							\$30.00

9. In ARTS, access Cash Drawer→ Miscellaneous Transaction



- 10. The Miscellaneous Transaction window opens.
 - a. Select **Fee for New Registration** in the Product in the dropdown menu.
 - b. Enter the amount and select Pay Now.

As Of Date		Location	OVMCS - Primary	
3/7/2019 11:20 AM 👻		Set	<new set=""></new>	
Customer Name	Customer #			
		- 12 22 22		
		Customer S	earch Verify Custo	me
Products Keys		Customer S	Search Verify Custo	me
Products Keys Product		Customer S Units	Amount	me



- 11. The **Payment Manager** window opens.
 - a. **Merge all payments** by selecting a row while pressing and holding the shift key and clicking subsequent row(s).

Antomost Manager	a				
atement Manager	Statement Payment				
Customer Name		Location	Items	Total	Pay Amount
+		Polk - Primary	1	\$30.00	\$30.00
+		Polk - Primary		\$175.00	\$175.00

b. Click **Merge** at the bottom of the window.

12. On the **Statement Payment tab**:

a. Select the payment type.

yment Manager				
Statement Manager Statement Payme Statement	nt			
Cash Drawer / Location Cash Drawer OVMCS - Cash Drawer 17		Location Polk - Primary		
Customer / Payment Details Customer Name	Customer	# Pri	marv	Add Payment Btn
 • • • • • • • • • • • • • • • • • • •			V	Fines Add Payment
 Type 	Amount Number	REF #	Expiration	Total

b. Select Pay.