

Motor Vehicle Division Administrative Memo # 21-03

Payment Processing Procedures

DATE: October 21, 2021

FROM: Angel Robinson, Systems and Administration Bureau Director

TO: Customer Services Bureau – Processing Team

SUBJECT

This administrative memo explains a change to the Customer Service Bureau payment processing procedure.

EXPLANATION

Before July 1, 2021, MVD Accounting could create a receipt in the accounts payable system for all unpaid products when the money was received, and payment was not made within the Celtic system.

After July 1, 2021 with the new accounts receivable/payable system WorkDay, MVD Accounting cannot create a receipt for unpaid products when the money is 1) received and 2) the payment is not made in Celtic system. Workday will require all funds received to be accounted for on the day it was received.

- For example, this includes:
 - Wires/ACH from the bank
 - Unprocessed vital check charges
 - Unprocessed money taken over the cash register
 - Checks not written for the exact amount due

The process going forward should be:

- The entire transaction must be completed at the same time payment is received for the product.
- If the entire transaction is unable to be completed and the payment has been received from the client, the extra money needs to be deposited in their escrow account. This includes starting a process that was unable to be completed within the same workday.
 - If the customer doesn't have an escrow account, an escrow account needs to be created for them until the money can be applied to the product within the Celtic system.

HOW WILL THIS BE EASIER FOR STAFF AND CUSTOMERS?

- Money is deposited and balanced in full every single day.
- The employee can track the process for the client in a more efficient manner.
- There is less room for error on processing the payment and balancing ledgers and accounts.

WHEN WILL THIS CHANGE BE EFFECTIVE?

This change will be implemented immediately.