COMMON CALL CENTER QUESTIONS

Q: When can I expect to hear about my ticket?
A: Our call center cannot estimate a call back time or time of resolution. Our IT Help Desk staff prioritizes tickets and addresses them in the order of priority.

Q: My printer isn’t working, can you help?
A: Yes, our staff can assist by going through the troubleshooting process with you and submitting a ticket if needed.

Q: I need a funds adjustment, can you help?
A: Yes, we log funds adjustment tickets that are routed to our Finance Division for handling.

Q: I submitted a funds adjustment and still have questions, can you help?
A: We are happy to make notes on your ticket and escalate your ticket if needed.

Q: The key to my cash drawer has been lost or broken, can you give me another one?
A: TxDMV does not have replacement keys. Please contact a locksmith for assistance with opening your cash drawer and having a new key made. If you do not wish to contact a locksmith for assistance, we can submit a ticket for a new cash drawer.

Q: I didn’t receive the emails with my Batch Summary Report/Daily Detail Report/Net Revenue Report, how do I get them?
A: Please contact the NIC USA or the Texas.gov Help Desk for assistance with these reports: 877-767-0656, or sthelp@sharedtechnologyservices.texas.gov

Q: Can I process transactions if I wasn’t able to close out yesterday?
A: No. You must close out the previous day before you can process transactions.

Q: What happens if I didn’t close out before processing transactions?
A: This creates a reconciliation issue. Call us so that we may assist with submitting these reports: 877-767-0656.

Q: Do I need to power off my workstation?
A: Workstations need to be restarted at the end of each day but must remain powered on and connected to the network to enable overnight processing.

CONTACT US

County Hotline for Technology or Finance Issues: 512-465-3351
TAC Information Hub: https://www.TxDMV.gov/tax-assessor-collectors

Please be ready to provide your county name, county number, workstation ID number, office information, and contact information when calling or writing.

REGIONAL SERVICE CENTERS

The Regional Service Center (RSC) for your county can assist with:
- RTS process problems
- RTS policy and procedure process guidance
- Plate inventory
- Plate transfers
- New Tax Assessor-Collector training/set up
- Close out procedure problems
- Override authorization codes

ABILENE RSC Brown, Callahan, Coke, Coleman, Comanche, Concho, Eastland, Fisher, Jones, Kimble, Menard, Nolan, Rundell, Schleicher, Shackelford, Stephens, Sutton, Taylor, Tom Green


BEAUMONT RSC Chambers, Hardin, Houston, Jasper, Jefferson, Liberty, Montgomery, Newton, Orange, Polk, Sabine, San Jacinto, Trinity, Tyler, Walker

CORPUS CHRISTI RSC Aransas, Bee, Calhoun, Duval, Goliad, Jackson, Jim Wells, Karnes, Kleberg, Live Oak, Matagorda, McMullen, Nueces, Refugio, San Patricio, Victoria, Wharton

DALLAS RSC Collin, Dallas, Fannin, Grayson, Hunt, Kaufman, Rockwall

EL PASO RSC Brewster, Culberson, El Paso, Hudspeth, Jeff Davis, Presidio

FORT WORTH RSC Denton, Hood, Johnson, Palo Pinto, Parker, Tarrant, Wise

HOUSTON RSC Austin, Brazoria, Fort Bend, Galveston, Grimes, Harris, Waller

LONGVIEW RSC Angelina, Bowie, Camp, Cass, Cherokee, Delta, Franklin, Gregg, Harrison, Henderson, Hopkins, Lamar, Marion, Morris, Nacogdoches, Panola, Rains, Red River, Rusk, San Augustine, Shelby, Smith, Titus, Upshur, Van Zandt, Wood

LUBBOCK RSC Bailey, Borden, Cochran, Crosby, Dawsen, Dickens, Floyd, Gaines, Garza, Hale, Hockley, Kent, Lamb, Lubbock, Lynn, Moore, Moore, Murray, Potter, Scurry, Terry, Yoakum

MIDLAND-ODESSA RSC Andrews, Crane, Crockett, Ector, Glasscock, Howard, Irion, Loving, Martin, Midland, Mitchell, Pecos, Reagan, Reeves, Taylor, Terrell, Upton, Ward, Winkler

PHARR RSC Brooks, Cameron, Hidalgo, Jim Hogg, Kenedy, Starr, Webb, Willacy, Zapata

SAN ANTONIO RSC Atascosa, Bandera, Bexar, Dimmit, Edwards, Frio, Kendall, Kerr, Kinney, La Salle, Maverick, Medina, Real, Uvalde, Val Verde, Wilson, Zavala

WACO RSC Anderson, Bell, Bosque, Brazos, Burleson, Coryell, Ellis, Erath, Falls, Freestone, Hamilton, Hill, Leon, Limestone, Madison, McLennan, Milam, Navarro, Robertson, Somerville, Washington

WICHITA FALLS RSC Archer, Baylor, Childress, Clay, Cooke, Collin, Foard, Hardeman, Haskell, Jack, King, Knox, Montague, Stonewall, Throckmorton, Wichita, Wilbarger, Young

COUNTY QUICK REFERENCE

NOVEMBER 2019
FINANCE

REMIT RTS CREDIT WHEN REMITTING FUNDS
1. In the RTS application main menu Select 1) Accounting Event, 2) Credit line item, 3) Pay-In-Full
2. Return to the main menu
3. Select another line item of greater value to allow the Fund Remittance to utilize the credit
4. RTS will deduct the credit amount from the amount due

REPORT DATES IN COGNOS
• Funds Remittance
  Select a Monday date for the start day
  Select the following Sunday for end date
• Date display will be Sunday through Saturday
• Week to Date report
  Select Monday’s date
• Monthly Funds Report (Sales Tax Report)
  Retrieve after third or fourth business day of the following month

RECONCILIATION STEPS AFTER FUNDS ADJUSTMENT ISSUED
1. Generate a new Funds Remittance Report for the funds report date that has been adjusted
2. Run the Week-to-Date report same as run date of the Funds Adjustment Report
3. Verify payment associated with Funds Adjustment through RTS Remittance

WHAT TO PROVIDE IF AN ERROR REPORT HAS BEEN GENERATED BY RTS
A Funds Adjustment is required to remove fees related to the RTS deleted record. The error report and the original receipt are required to be submitted as supporting documentation.

WHEN A TRANSACTION INVOLVES SWITCHED EVIDENCE AND THE TITLE RECORD SHOWS REJECTED
When an instance of switched evidence is identified, the county should contact their local TxDMV Regional Service Center (RSC) before trying to correct the transaction. The county should provide the title transaction documentation to the RSC in order for TxDMV to research and provide further guidance on how the transaction should be handled.

FIXING AN INCORRECT VEHICLE RECORD THAT OCCURRED WHEN RENEWING REGISTRATION
Process the renewal on the correct registration record. Contact the RSC so that they will process the registration expiration month and year on the incorrect record can be corrected. A Funds Adjustment will be required to reverse the fees for the incorrect renewal, and both renewal receipts will be required as supporting documentation.

TIME LIMIT ON REQUESTING A FUNDS ADJUSTMENT
There is no time limit on requesting a Funds Adjustment.

WHERE TO SEND SUPPORTING DOCUMENTS WHEN YOU HAVE A FUNDS ADJUSTMENT TICKET
Submit supporting documents to FundsAdjustment@TxDMV.gov and include ticket number in the subject line of your email. Please note, you must have a ticket number prior to emailing documentation.

PROCESS A TITLE APPLICATION
1. Review documents to ensure all paperwork has been submitted
2. Hover over Control Center and select the button on the main page action bar
3. Hover over Title/Registration
4. Select the button
5. Type the VIN in the VIN Key Selection KEY006 page
6. Select the Print button to proceed with transaction

CLOSE OUT WORKSTATION (INCLUDES INCORRECT CLOSE OUT PROCESS)
1. Press Ctrl + Shift + Z or Select Funds on the main page action bar
2. Hover over Cash Drawer Operations
3. Select Close Out for the Day
4. Confirm workstation that appears in Close Out Confirmation FUN002 page is the workstation to close out
5. Select the Split Report by Employee checkbox, if multiple employees worked at the workstation
6. Select the Enter button
Note: If last closeout date does not reflect the date you are closing out, closeout was not successful. Repeat steps above until closeout is successful for the correct date.
Call TxDMV if the closeout still reflects an incorrect date

CASH DRAWER STATUS
1. Select Funds on the main page action bar
2. Hover over Cash Drawer Operations
3. Select Closeout Statistics
4. Status appears and
Select Prior, Next, or Last to view multiple pages on the Previous Report RPR000: CLOSEND ATISTICS REPORT page, or
Select Print to print the report, or
Select the Enter button to go to the main page

REPRINT RECEIPT RPR001
1. Press Ctrl + Shift + Z or Select Funds on the main page action bar
2. Hover over Cash Drawer Operations
3. Select Closeout Summary
4. Verify the date at the top of the screen (as the date where these funds should be added).
5. Select appropriate cash drawer or Select the Select all closeouts displayed checkbox
6. Select the Enter button
7. Confirm information on Confirmation Action CTL001 page
Select Yes
8. Select the Enter button if the transaction is correct
9. If correct transaction is not displayed, Select Show All and Select correct customer
10. Press the Enter button
11. Select the Rerun button
12. If the Supervisor Override TL004 page displays, Type the 3 number code
13. Select the Enter button

Voids RTs
1. Select Miscellaneous on the main page action bar
2. Select Voids Transaction
3. Type the Transaction ID # on the main page action bar
4. Press the Enter button
5. Select the appropriate transaction on the Transaction(s) Available to Void VOI002 page
6. Select the Enter button
7. Select Yes on the Confirm Action CTL001 page

RETRIEVE TRANSACTION ID NUMBER TO VOID A TRANSACTION
1. Select Miscellaneous on the main page action bar
2. Select Voids Transaction
3. Confirm the transaction on the Select Receipt CUS003 page
4. Select the Enter button if the transaction is correct
5. If correct transaction is not displayed, Select Show All and Select correct customer
6. Press the Enter button
7. Transaction ID appears in the Transaction No. column on Reprint Receipt RPR001 page
8. If unable to run a Reprint Receipt, run a Transaction Reconciliation Report under Funds

PLATE INVENTORY
• For assistance with plate inventory functions such as to Allocate, Receive Invoice, Delete, step-by-step instructions are available in the RTS POS User Guide under “Using the RTS POS Inventory Functions”

COUNTY EQUIPMENT
• Visit https://www.txdmv.gov/tax-assessor-collectors and Select the tab titled County Equipment Guide to move, modify, or request additional equipment

RTS

REWORK WORKSTATION TO ANOTHER PRINTER
1. Minimize the screen
2. Double-Click Printer, Down icon
3. Press D then Press Enter
4. Select printer number and Press Enter
5. Press Y then Press Enter
6. Press Enter at Success Message
7. If Invalid Choice displays, Press any key to return to the list of printers and repeat the steps above until the printer is successfully redirected

REPRINT RECEIPT
1. Select Miscellaneous on the main page action bar
2. Select Reprint Receipt
3. Confirm transaction is correct on Select Receipt CUS003 page
4. Select the Enter button if transaction is correct
5. If correct transaction is not displayed, Select Show All and Select correct customer
6. Press the Enter button
7. Select the transaction on the Reprint Receipt RPR001
8. Select Reprint Cash Register Receipt checkbox, if needed
9. Select the Enter button
10. If the Supervisor Override TL004 page displays, Type the 3 number code
11. Select the Enter button

VOIDING TRANSACTIONS
• You can void a transaction the same day or the next day.
• Transactions can only be voided from the workstation that processed the transaction
1. Press Ctrl + Shift + Z or Select Miscellaneous on the main page action bar
2. Select Voids Transaction
3. Type the Transaction ID # on the main page action bar
4. Press the Enter button
5. Select the appropriate transaction on the Transaction(s) Available to Void VOI002 page
6. Select the Enter button
7. Select Yes on the Confirm Action CTL001 page

RETRIEVE TRANSACTION ID NUMBER TO VOID A TRANSACTION
1. Select Miscellaneous on the main page action bar
2. Select Voids Transaction
3. Confirm the transaction on the Select Receipt CUS003 page
4. Select the Enter button if the transaction is correct
5. If correct transaction is not displayed, Select Show All and Select correct customer
6. Press the Enter button
7. Transaction ID appears in the Transaction No. column on Reprint Receipt RPR001 page
8. If unable to run a Reprint Receipt, run a Transaction Reconciliation Report under Funds