

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. However, our call center does not have the ability to provide resolution since this is something that is done through our Finance Division.



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 stshelp@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 on a subsequent day.

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 a ticket to the Finance Division on your behalf.



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, Runnels, Schleicher, Shackelford, Stephens, Sutton, Taylor, Tom Green

AMARILLO RSC Armstrong, Briscoe, Carson, Castro, Collingsworth, Dallam, Deaf Smith, Donley, Gray, Hall, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Parmer, Potter, Randall, Roberts, Sherman, Swisher, Wheeler

AUSTIN RSC Bastrop, Blanco, Burnet, Caldwell, Colorado, Comal, Dewitt, Fayette, Gillespie, Gonzales, Guadalupe, Hays, Lampasas, Lavaca, Lee, Llano, Mason, McCulloch, Mills, San Saba, Travis, Williamson

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, Dawson, Dickens, Floyd, Gaines, Garza, Hale, Hockley, Kent, Lamb, Lubbock, Lynn, Motley, Scurry, Terry, Yoakum

MIDLAND-ODESSA RSC Andrews, Crane, Crockett, Ector, Glasscock, Howard, Irion, Loving, Martin, Midland, Mitchell, Pecos, Reagan, Reeves, Sterling, 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, Somervell, Washington

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

COUNTY QUICK REFERENCE

NOVEMBER 2019



COUNTY NAME	
COUNTY NUMBER	
MAIN OR SUBSTATION OFFICE	
WORKSTATION ID NUMBER	
DIRECT PHONE NUMBER	
DIRECT EMAIL ADDRESS	
ALTERNATE PHONE NUMBER	
ALTERNATE EMAIL ADDRESS	



Texas Department of Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

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 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.*

RTS

PROCESS A TITLE APPLICATION

1. **Review** documents to ensure all paperwork has been submitted
2. **Press** **Ctrl + Shift + A** or **Select** *Customer* on the main page action bar
3. **Hover** cursor over *Title/Registration*
4. **Select** *Title Application*
5. **Type** the VIN in the *VIN Key Selection KEY 006* page
6. **Select** the *Enter* 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** cursor 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** cursor over *Cash Drawer Operations*
3. **Select** *Closeout Statistics*
4. Status appears and **Select** *Prev*, *Next*, or *Last* to view multiple pages on the *Preview Report RPR000: CLOSEOUT STATISTICS REPORT* page, **or** **Select** *Print* to print the report, **or** **Select** the *Enter* button to go to the main page

RERUN SUBSTATION SUMMARY REPORT

1. **Select** *Funds* on the main page action bar
2. **Hover** cursor over *Funds Management*
3. **Select** *Rerun Substation Summary*
Verify the date at the top of the screen (as the date where these funds should be added).
4. **Select** appropriate cash drawer or **Select** the *Select all closeouts displayed* checkbox
5. **Select** the *Enter* button
6. **Confirm** information on *Confirmation Action CTL001* page
7. **Select** *Yes*
8. **Select** *Prev*, *Next*, or *Last* to view multiple pages on the *Preview Report* page, **or** **Select** *Print* to print the report, **or** **Select** the *Enter* or *Cancel* button to go to the main page

RERUN COUNTYWIDE REPORT

1. **Select** *Funds* on the main page action bar
2. **Hover** cursor over *Funds Management*
3. **Select** click *Rerun Countywide*
4. **Type** the Report Date (MM/DD/YYYY format) in the *Report Date Selection FUN012* page; information is pre-filled with the date of the previous day
5. **Select** the *Enter* button
6. **Select** *Prev*, *Next*, or *Last* to view multiple pages on the *Preview Report RPR000: COUNTYWIDE REPORT* page, **or** **Select** *Print* to print the report, **or** **Select** the *Enter* or *Cancel* button to go to the main page

RTS

REROUTE 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 + O** or **Select** *Miscellaneous* on the main page action bar
 2. **Select** *Void Transaction*
 3. **Type** the Transaction ID # on the *Transaction Key VOI001* page
 4. **Select** 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** *Reprint Receipt*
 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
- ♦ 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