

**Department of Motor Vehicles  
(DMV)**

**RPCS™**

**Version 2011**

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**RevQ™**

A Columbia Ultimate Company

**Acknowledgments**

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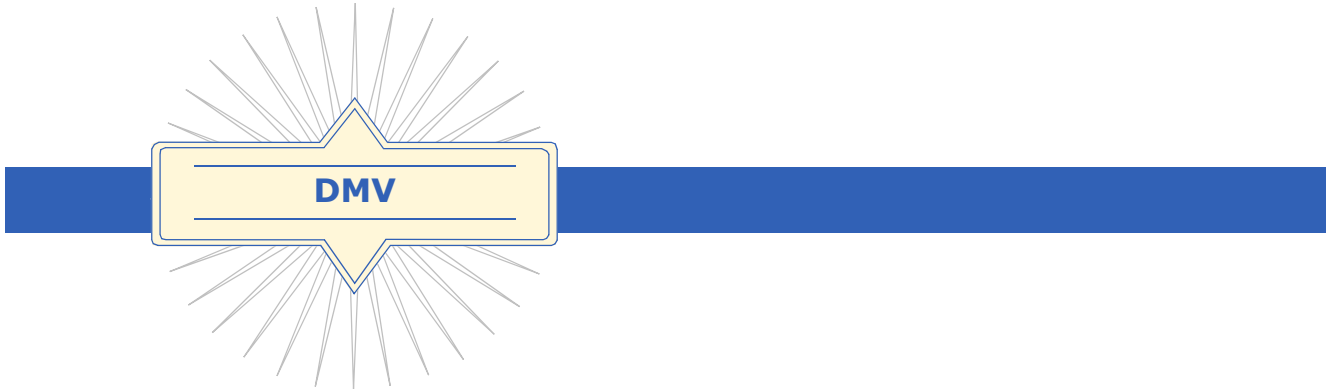
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DMV (Department of Motor Vehicles) allows you to place accounts on DMV hold. The hold ensures the responsible party on a collection account will not be able to renew their California Driver's License or Vehicle Tags until resolution has been made with your department.

# Introduction

The DMV module, created in conjunction with the California Department of Motor Vehicles, assists you in electronically sending holds and releases to the DMV on a set schedule.

The system checks on a scheduled basis, during Day-end processing, to see if any accounts new to the system qualify for DMV hold. The system also evaluates existing accounts for hold and release based on account activity.

## Features

- ♦ Automatic processing of new accounts
- ♦ Issue holds and releases based on pre-determined guidelines
- ♦ Allows manual hold and release
- ♦ Ability to schedule system processing of hold and release files

## Benefits

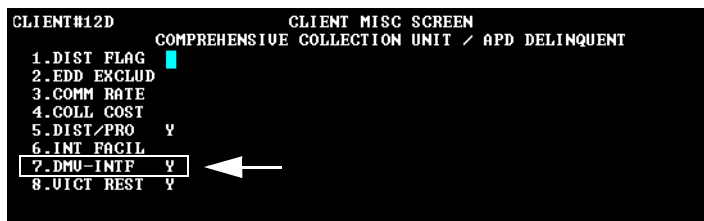
- ♦ Provides automatic processing of hold and release, saving time and effort
- ♦ Enhance staff productivity by allowing staff to focus on areas of greatest opportunity of return
- ♦ Selection of accounts for hold controlled by Collection Management
- ♦ Offers additional collection leverage on accounts to remit payment
- ♦ An additional tool to assist in recovery effort

## Setup

Update all your clients participating in DMV hold to have their accounts evaluated for submission. To activate this feature for a client, set the DMV flag in the Client Miscellaneous screen to Y. You can choose to have the DMV Interface file built and exported as an automatic or manual process.

### To include a client for DMV reporting

1. From the Master Menu, select Data Entry > Client Update.
2. Enter a client number at the **Enter Client #** prompt.
3. Type /M in the Client Name field to access the Client Miscellaneous screen.
4. Type Y in the DMV-INTF field.

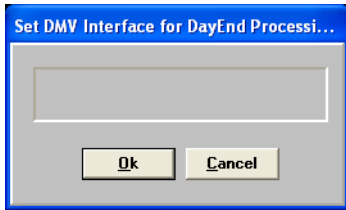


5. Press Enter or type Y at the **Ok to File?** prompt.

### To automatically build the DMV Interface file during Day-end

To build the DMV Interface file on a manual basis, do not use this set up routine.

1. From the Master Menu, select Special Routines > Set DMV Day-end Flag.
2. Type Y and click OK at the prompt.



3. Click Ok at the confirmation prompt.

## To manually build the DMV Interface file

1. From the Manster Menu, select Special Routines > DMV File Create.
2. Click Yes at the prompt.

The file is built and placed in the directory to be accepted by the DMV.

## DMV Process

As transactions are posted, the system verifies whether or not they are part of the eligible group to be sent to the DMV. The process updates the DMV Interface file with the account ID and the appropriate file (i.e. Hold or Release). In addition to checking accounts as transactions are posted, the system also checks new accounts for eligibility on a nightly basis, during Day-end processing.

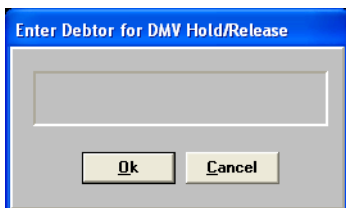
If you run the process automatically, the DMV Interface file is updated daily, as Day-end is run, and exported to the DMV. The file contains all the holds and releases generated by the system, as well as any manually executed.

## Manual Requests for Holds and Releases

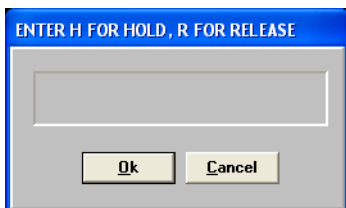
In certain circumstances it may be necessary to manually hold or release an account. For example, an account makes special arrangements with your department for you to release the hold on their account when the balance reaches a specific dollar amount, even though it is not paid in full.

## To manually hold or release an account

1. From the Master Menu, select Special Routines > DMV Manual Entry.
2. Enter the number of the account to hold or release and click Ok.



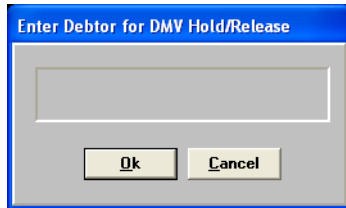
3. Type H to hold the account or R to release it and click Ok.



## To resend an account on hold to the DMV

You may have an account on DMV hold on your system that DMV needs verification of the hold for. Use this routine to resend the hold information to the DMV.

1. From the Master Menu, select Special Routines > DMV Manual Entry.
2. Enter the number of the account to hold or release and click Ok.



3. At the prompt, click Ok.

