

## 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.
  - a. **ARTS Menu** → **Tools** → **Correspondence** → **Send Correspondence**
  - 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## Summary of Steps: Collecting an NSF That Has Not Been Revoked (Within 20 Days of Notification)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.

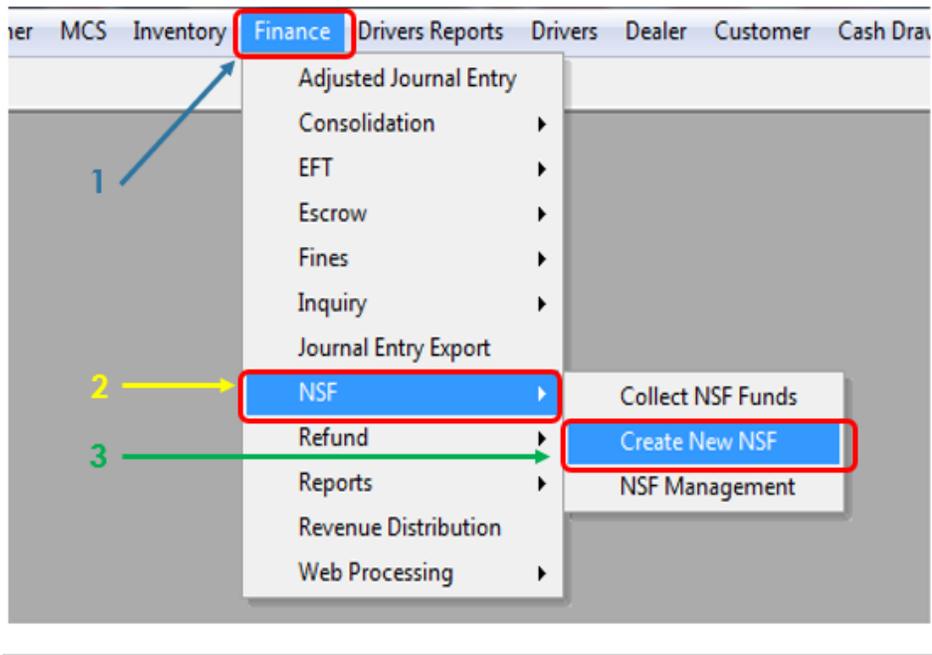
## Summary of Steps: Payment/Reinstatement of Revoked Registration

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.

1. 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.

Location

Payment Type: Check

Check #: 1526

Amount: 55.00

Payment Date

Customer Name: Customer #

Payor Name: Payor #

Search Reset Cancel

### 4. Results will appear in **NSF Management**.

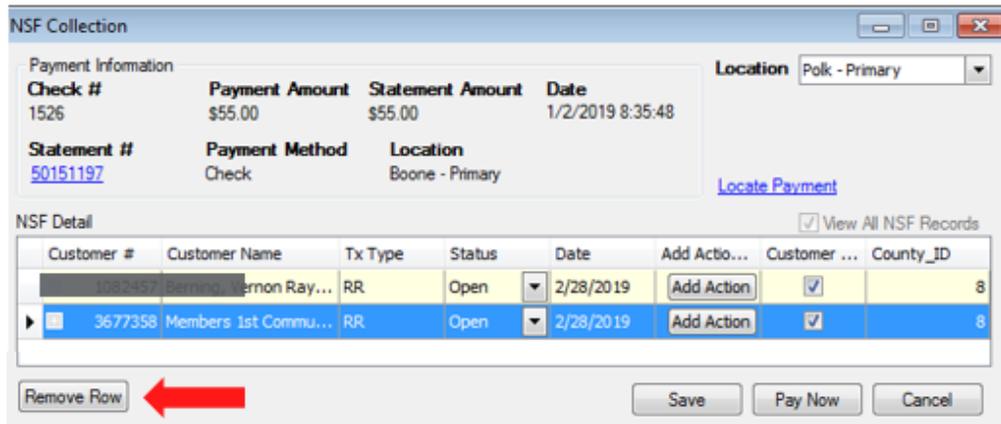
- Verify the customer.
- Select the customer by double-clicking.

Search Filter: [Payment Type] = 'Check' AND [Check #] = '1140' AND [Amount] = '75.00' AND [From] = '2/28/2019 12:00 AM' AND [Through] = '2/28/2019 11:59 PM' 1 Records Selected

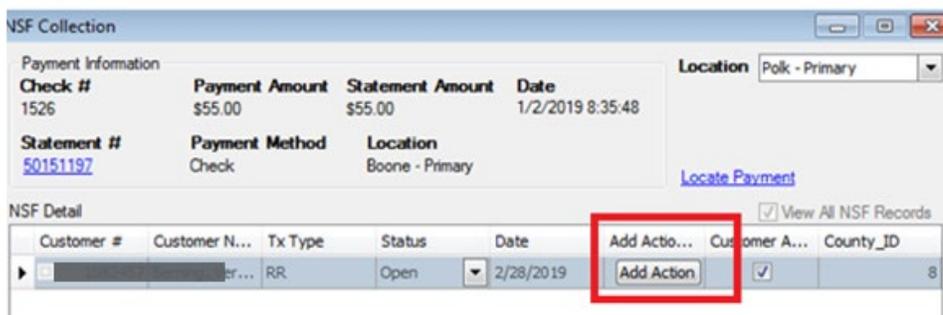
Drag a column header here to group by that column

Customer Name	Location	Payment Type	Check #	Amount	Tx Type	Statement #	Status	Posted
	Boone - Primary	Check	1140	\$75.00	RR	50139058	Open	2/28/2019

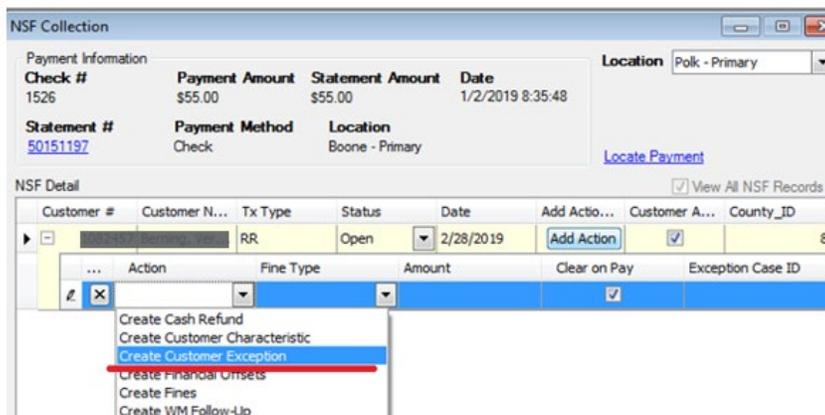
5. Remove Security Interest Holder(s) if present in the **NSF Collection** window.
  - a. Highlight the Security Interest Holder row.
  - b. Click **Remove Row** button.



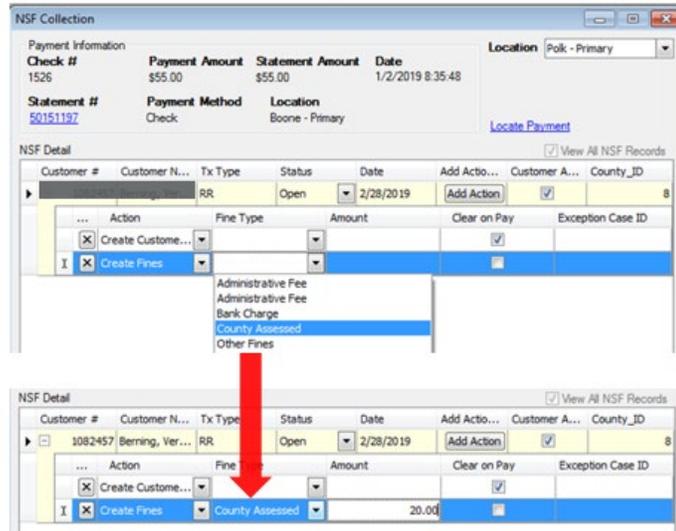
6. To add the NSF fees, in the **NSF Collection** window:
  - a. Click **Add Action** button.



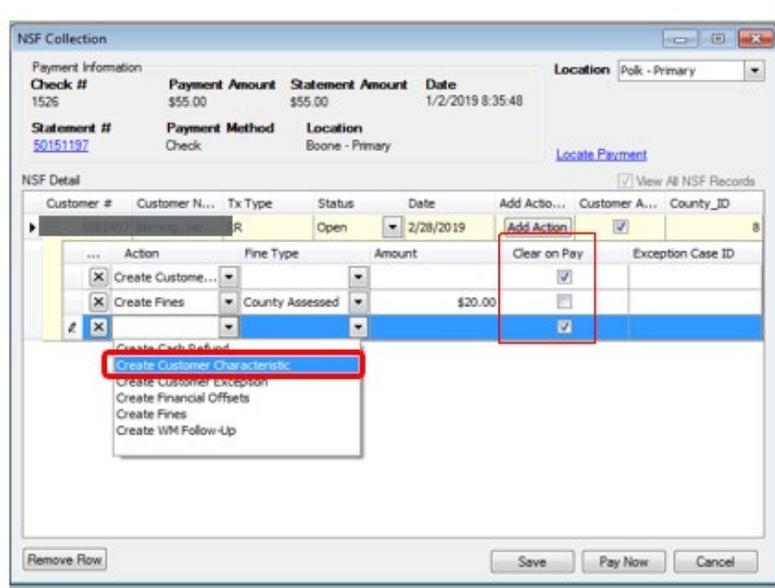
- b. Select **Create Customer Exception** in the Action dropdown menu,



- 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.



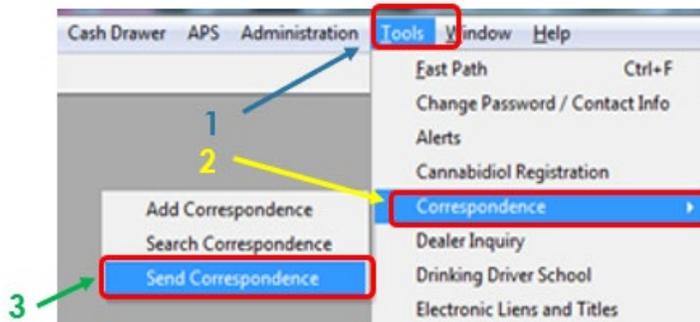
- d. Click **Add Action** button a third time.
  - i. Select **Create Customer Characteristic** in the Action dropdown menu.
    - 1. "Clear on Pay" checkbox is automatically checked. Leave as is.
  - ii. Click **Save**.



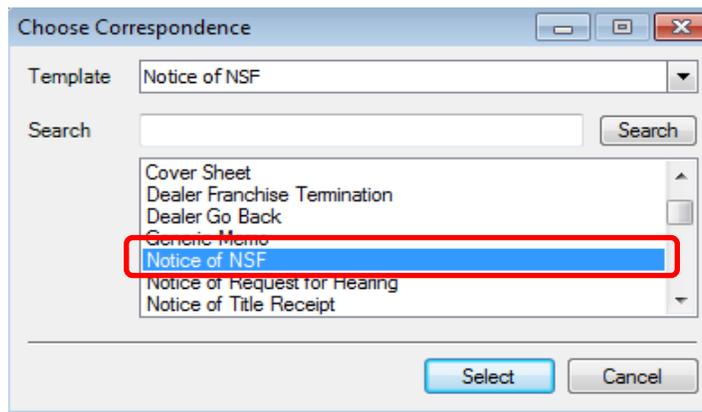
7. Send a letter of non-payment to the customer (using either the letter template that resides in ARTS or the County template). Instructions are below for using the ARTS template.

a. In **ARTS**, select:

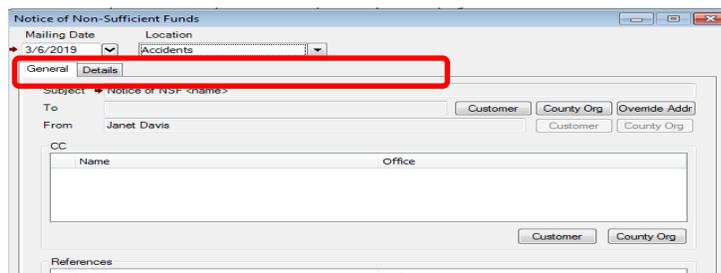
**Tools → Correspondence → Send Correspondence**



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



i. Complete the **General and Details** tabs.



ii. Click **Preview** button to preview the letter.

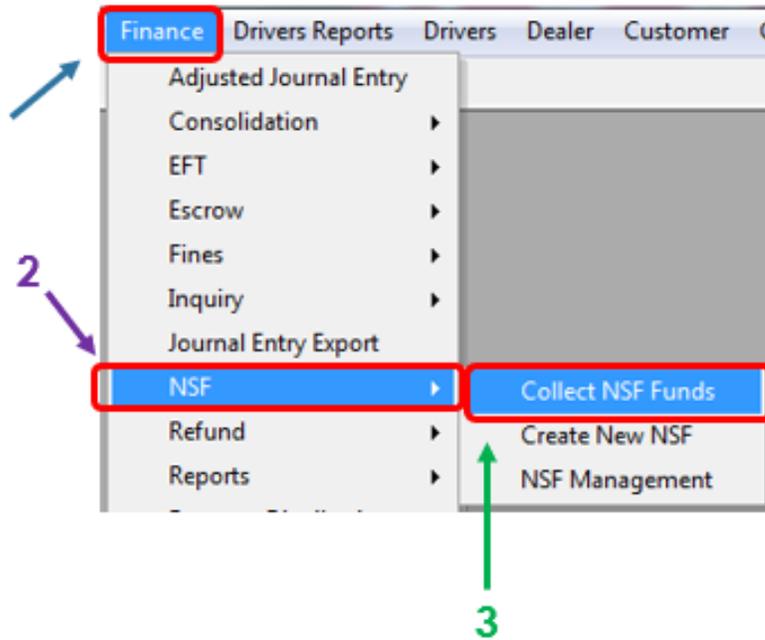


iii. Click **Print** to print the letter and mail to the customer.

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

1. In ARTS, click:

Finance → NSF → Collect NSF



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

The screenshot shows the 'NSF Management' application window. The 'Search' tab is active. The form contains the following fields and controls:

- Location: A dropdown menu with a red arrow pointing to it.
- Payment Type: A dropdown menu with 'Check' selected.
- Check #: A text input field containing '1526' with a red arrow pointing to it.
- Amount: A text input field containing '55.00' with a red arrow pointing to it.
- Customer Name: A text input field.
- Customer #: A text input field with a search icon.
- Status: A dropdown menu.
- NSF Date: A date range selector with 'From' set to '1/28/2019 12:00 AM' and 'Through' set to '3/6/2019 11:59 PM'.
- Buttons: 'Create New', 'Search', 'Reset', and 'Cancel'.

Red arrows point to the Location dropdown, the Check # input, the Amount input, and the Search button.

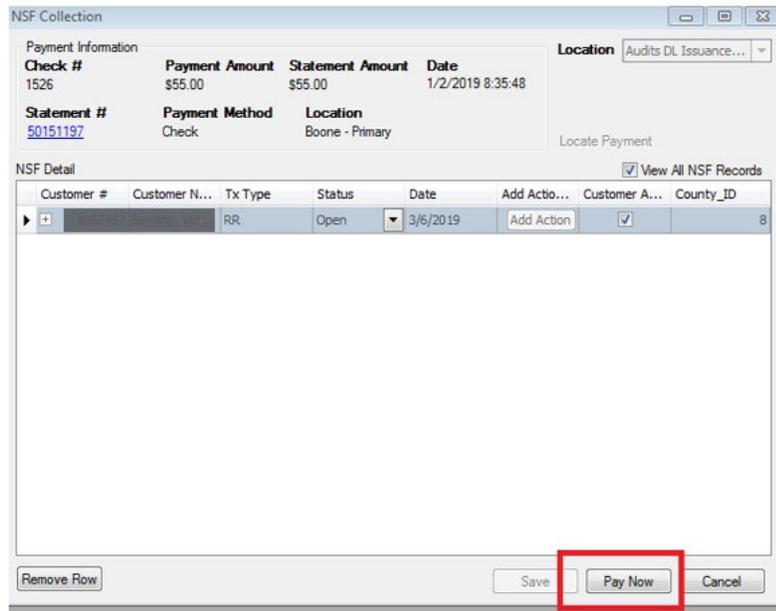
3. Verify the customer and amount of check.
  - a. Double click the customer.

The screenshot shows the 'NSF Management' application window displaying search results. The 'Results' tab is active. The search filter is: [Payment Type] = 'Check' AND [Check #] = '1526' AND [Amount] = '55.00' AND [From] = '3/6/2019 12:00 AM' AND [Through] = '3/6/2019 11:59 PM'. 1 Records Selected.

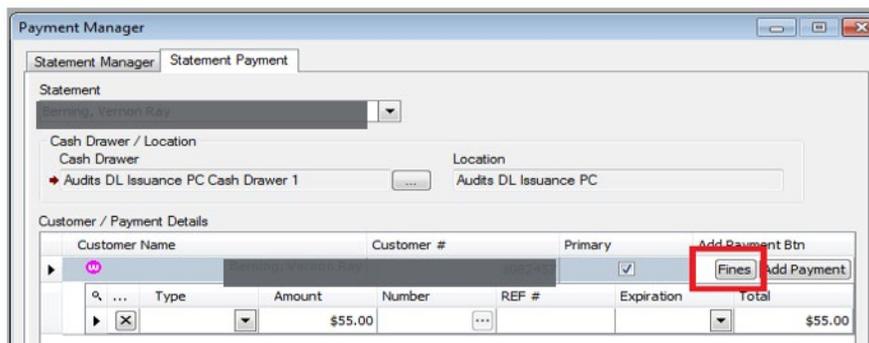
Drag a column header here to group by that column

Customer Name	Location	Payment Type	Check #	Amount	Tx Type	Statement #	Status	Posted
Boone - Primary		Check	1526	\$55.00	RR	50151197	Open	3/6/2019

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



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



- i. **Fees Transaction** window opens.  
County assessed fines line is added with the predetermined amount.

- ii. Click **Pay Now** button.

Location: Audits DL Issuance...

Customer Name: Bering, Vernon Ray    Customer #: 1082457

View All Customer Fines:

Reason	Status	Type	Amount	Fine Date
NSF - Bank Cha...	Pending	County Assessed	\$20.00	3/6/2019

Amount: \$20.00

Buttons: Add Row, Remove Row, Save, Pay Now, Cancel

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

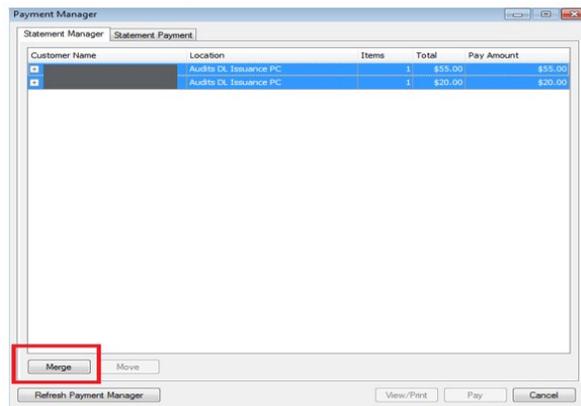
Statement Manager    Statement Payment

Customer Name	Location	Items	Total	Pay Amount
[Redacted]	Audits DL Issuance PC	1	\$55.00	\$55.00
[Redacted]	Audits DL Issuance PC	1	\$20.00	\$20.00

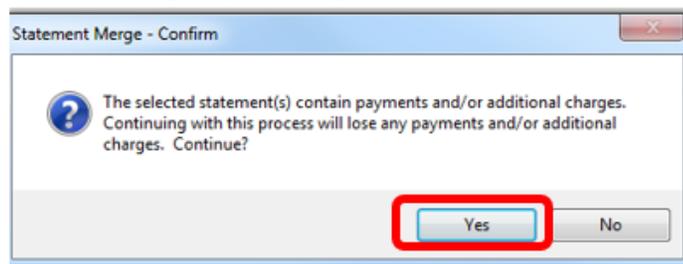
- a. Highlight the first line.

b. While pressing and holding the Shift key, select subsequent line(s).

i. Click the **Merge** button.



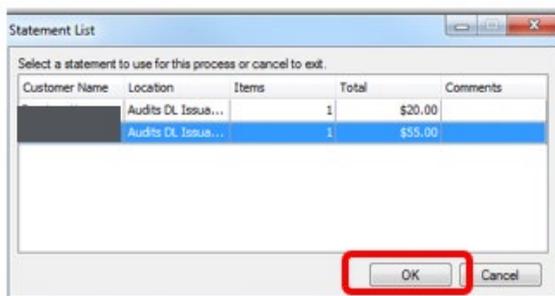
ii. Confirm merge by clicking “**Yes**” in the Statement Merge – Confirm pop-up.



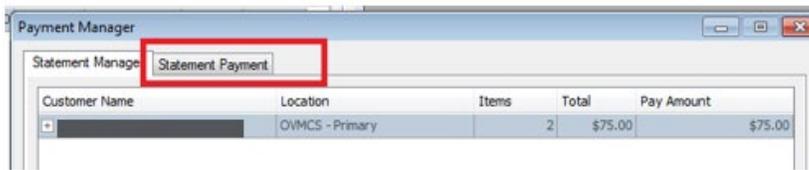
6. The **Statement List** window opens.

a. Click on one of the statement lines.

b. Click **OK** and the statements will merge.

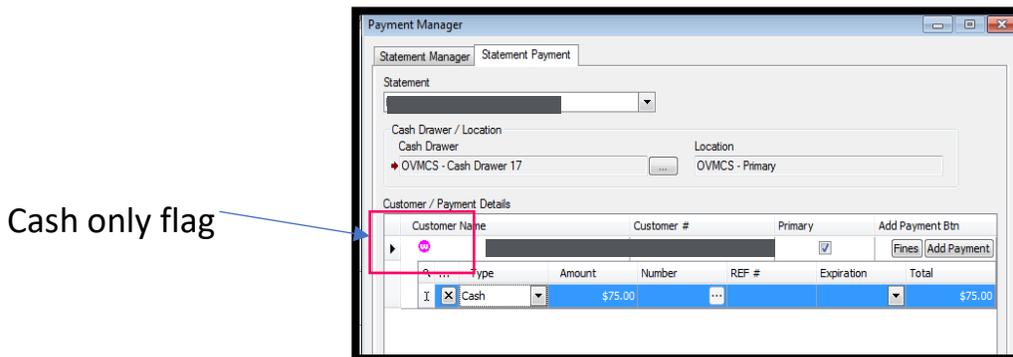


7. The **Payment Manager** window opens.
  - a. Click the **Statement Payment** tab.



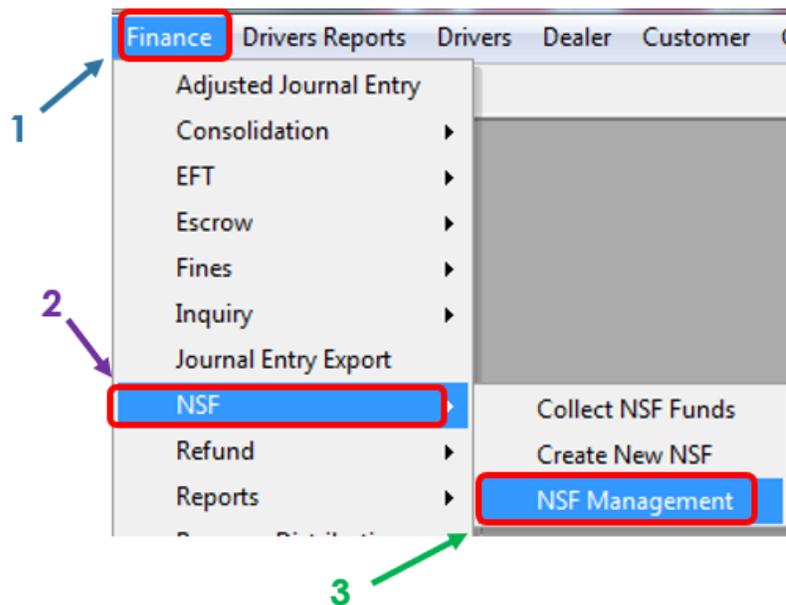
- i. Select the payment type in the type dropdown.
    - ii. Click **Pay** button.

This will remove the stop and cash only exception.



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

- In ARTS, access:  
Finance → NSF → NSF Management



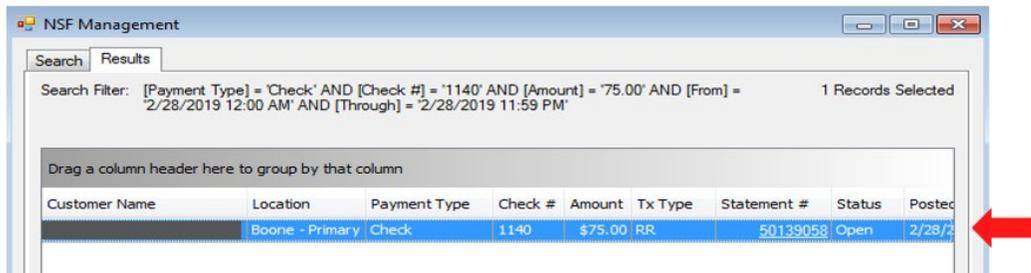
- The **NSF Management** window opens.
  - Select Check on the payment type dropdown menu.
  - Enter the check number.
  - Amount of the check.
- Click **Search** button.

A screenshot of the 'NSF Management' window. The window has a 'Search' tab and a 'Results' tab. The search criteria are as follows:
 

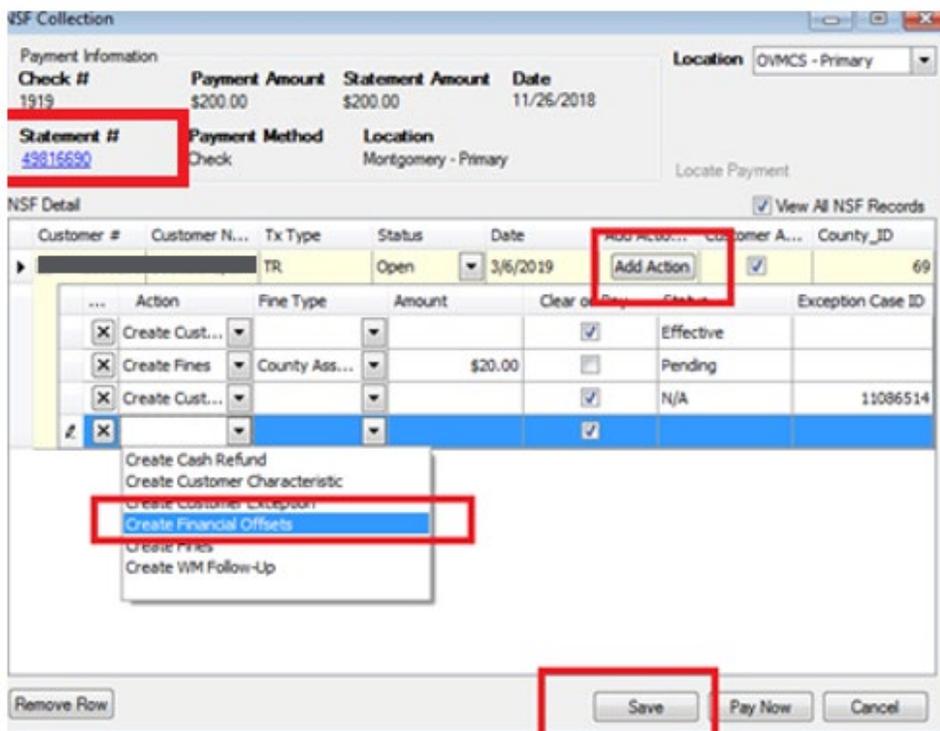
- Location: (empty dropdown)
- Payment Type: Check (dropdown) ← red arrow
- Check #: 1526 (text input) ← red arrow
- Amount: 55.00 (text input) ← red arrow
- Customer Name: (empty text input)
- Customer #: (empty text input)
- Status: (empty dropdown)
- NSF Date: From 1/28/2019 12:00 AM (dropdown) ← red arrow
- NSF Date: Through 3/6/2019 11:59 PM (dropdown)

 At the bottom, there are three buttons: 'Create New', 'Search' (highlighted with a red arrow), 'Reset', and 'Cancel'.

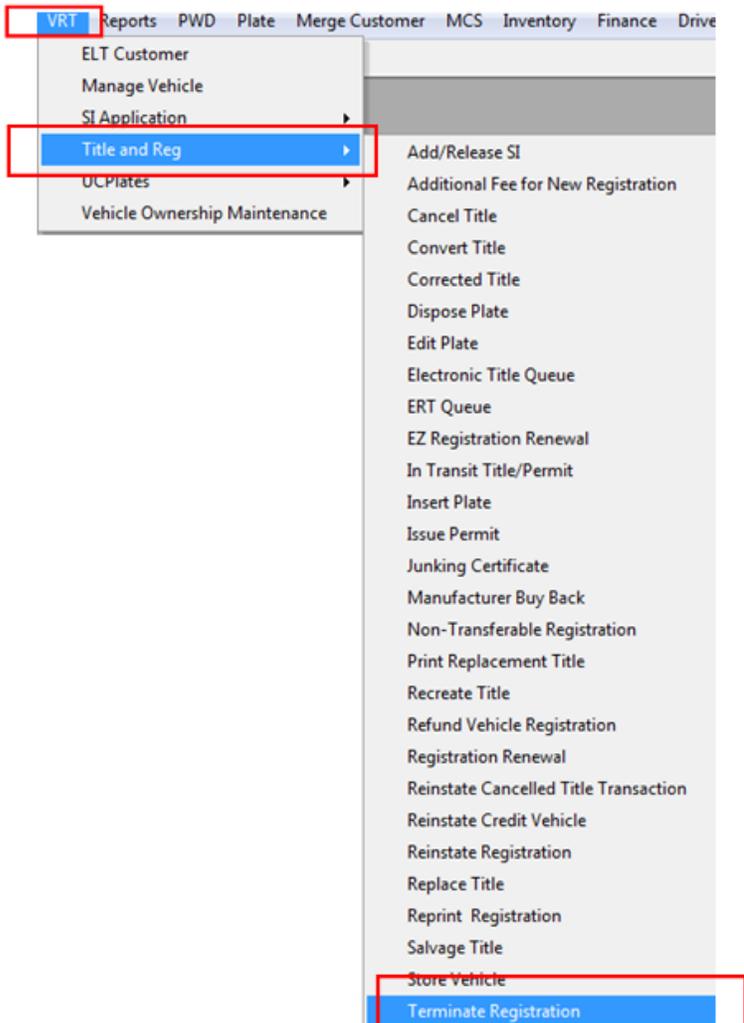
2. In the **NSF Management** window:
  - a. Verify the customer.
  - b. Double-click the customer to open NSF Collection.



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



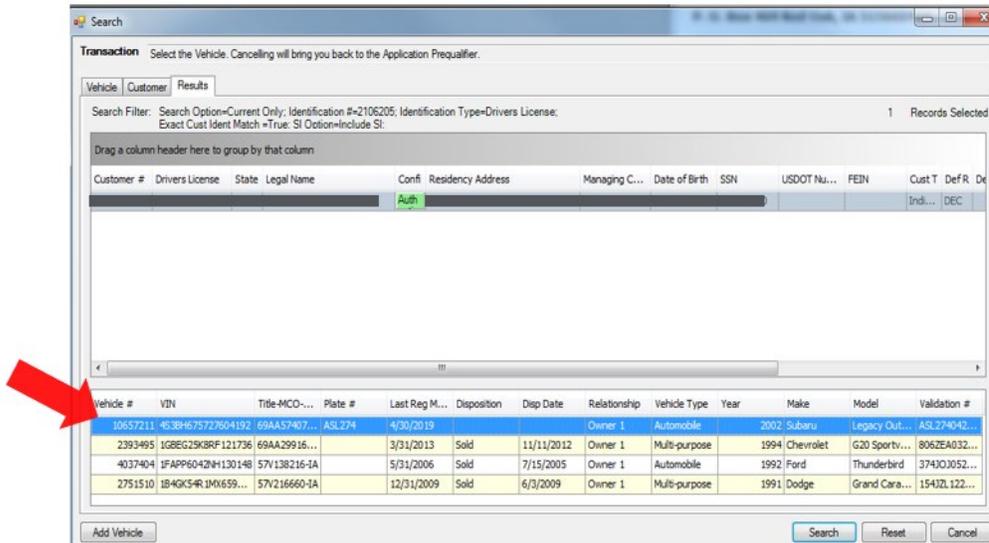
4. Select in **ARTS:**  
**VRT → Title and Reg → Terminate Registration**



5. On the **Terminate Registration Pre-Qualifier:**
  - a. Enter customer or vehicle information in the appropriate field(s).
  - b. Click Continue.



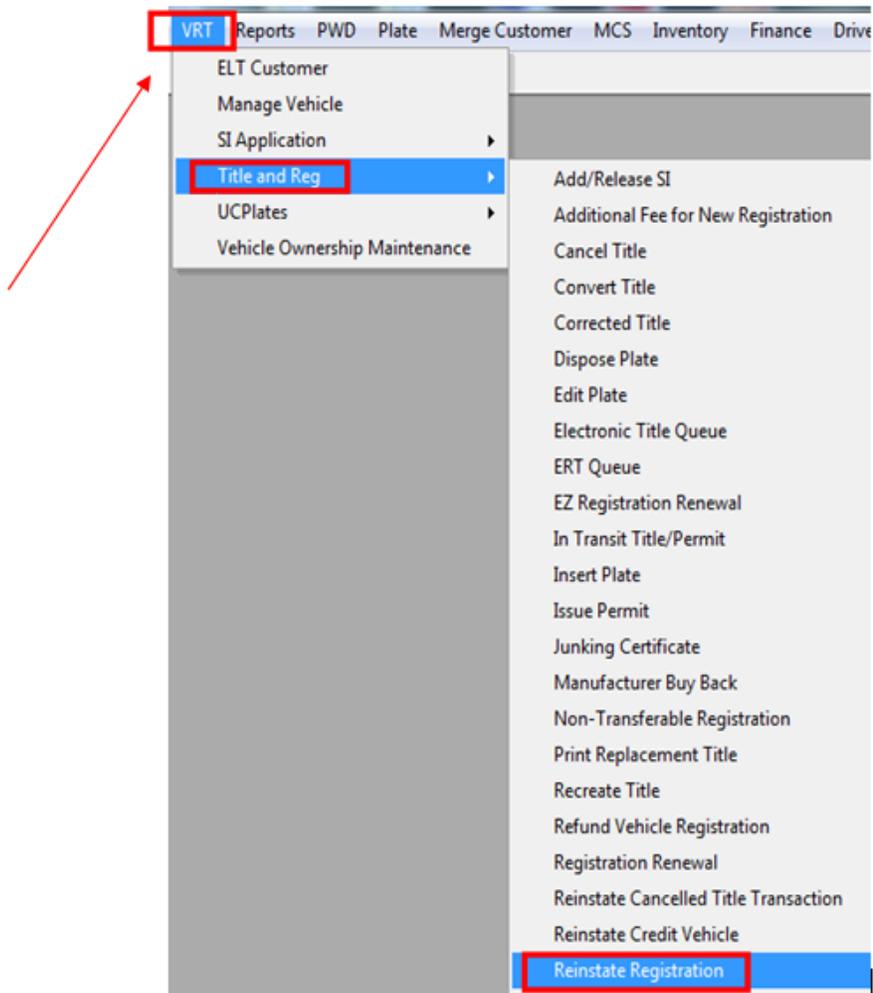
6. In the search results:
  - a. Verify vehicle paid with the NSF check.
  - b. Double-click the vehicle record.



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

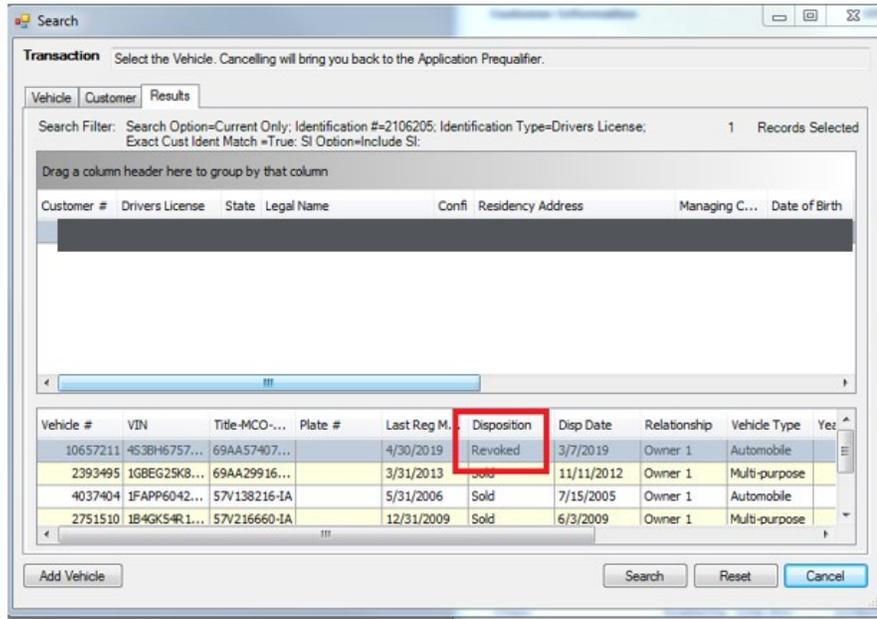
1. In ARTS, select:  
VRT → Title and Reg → Reinstatement Registration



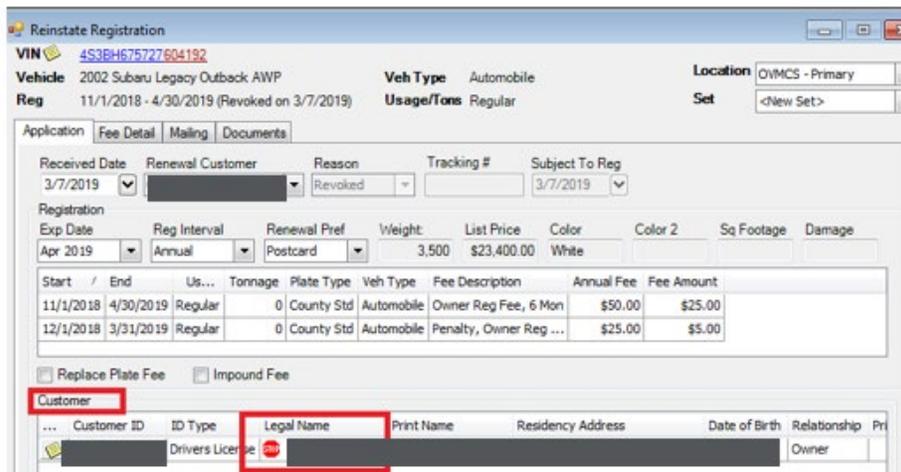
2. The “Reinstatement Registration PreQualifier” window opens.
  - a. Search for the customer by customer number or vehicle information.
  - b. Click **Continue**.

A screenshot of the 'Reinstatement Registration PreQualifier' window. The window contains two input fields: 'Vehicle ID #' and 'Customer ID #'. The 'Continue' button is highlighted with a red box.

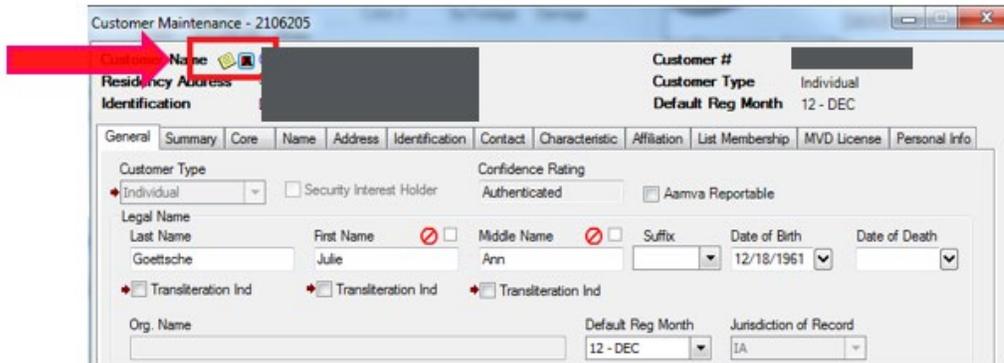
3. In the search results:
  - a. Verify vehicle information.
  - b. Double-click to select the vehicle that shows as revoked in the disposition.



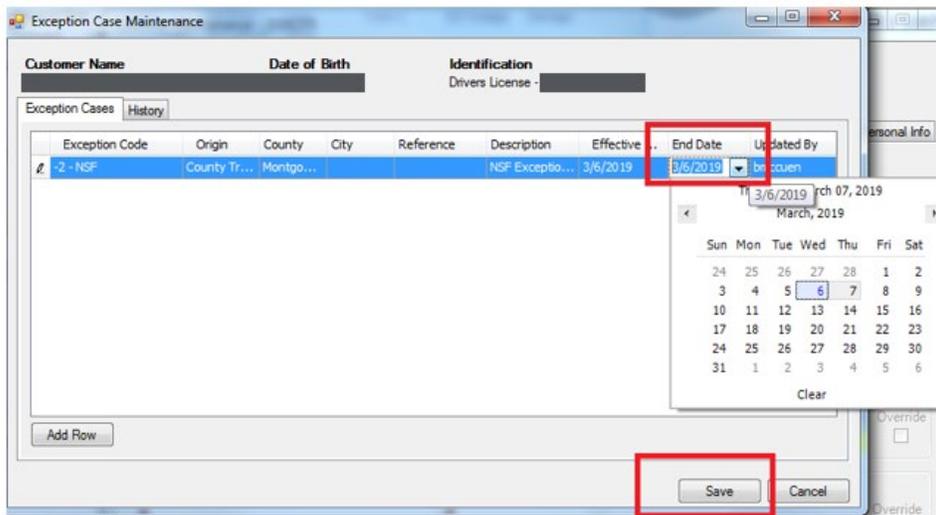
4. The Reinstatement Registration window opens.
  - a. Click the stop sign icon in the Legal Name field.



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



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



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

The screenshot shows the 'Reinstate Registration' application window. At the top, it displays the VIN (4S3RH67577604192), Vehicle (2002 Subaru Legacy Outback AWP), and Location (Polk - Primary). Below this, there are tabs for 'Application', 'Fee Detail', 'Mailing', and 'Documents'. The 'Application' tab is active, showing a table of registration fees. At the bottom of the window, a row of buttons includes 'Validate', 'Pay Now', 'Pay Later', 'Hold', and 'Revert'. The 'Pay Now' button is highlighted with a red rectangular box.

Start	End	Us...	Tonnage	Plate Type	Veh Type	Fee Description	Annual Fee	Fee Amount
11/1/2018	4/30/2019	Regular	0	County Std	Automobile	Owner Reg Fee, 6 Mon	\$50.00	\$25.00
12/1/2018	3/31/2019	Regular	0	County Std	Automobile	Penalty, Owner Reg ...	\$25.00	\$5.00

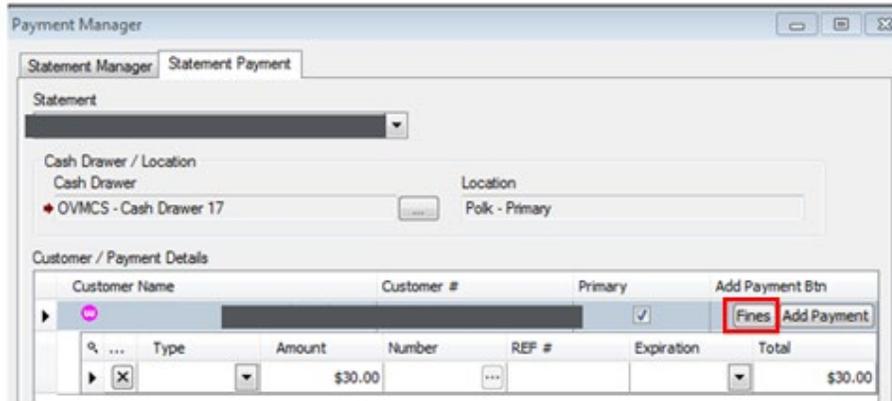
Transaction Fees	
	Fee
Registration Fees	\$25.00
Plate Fees	\$0.00
Other Fees	\$0.00
<b>Sub Total</b>	<b>\$25.00</b>
<b>Grand Total:</b>	<b>\$30.00</b>

- i. An error pop-up appears alerting this is a cash only customer.
- ii. Click **Auto Approve** button.

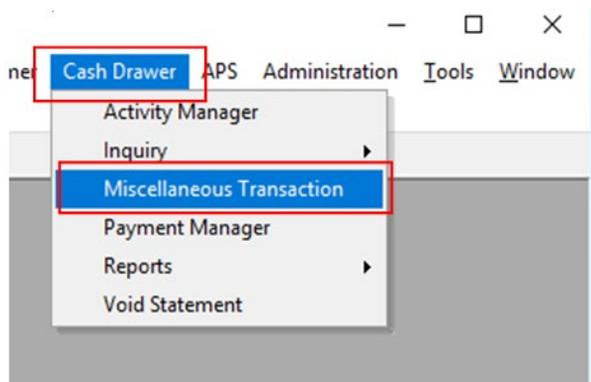
The screenshot shows the 'Error Worksheet' application window. It features a table with columns for 'btn...', 'ID', 'Edits and Exceptions', 'btn Process Edit', and 'Status'. A single row is visible with ID 'DE 27' and the message 'Transaction not being performed in the correct count...'. Below the table, there are buttons for 'Process Selected', 'Auto Approve', 'Refresh Tags', and 'Close'. The 'Auto Approve' button is highlighted with a red rectangular box.

btn...	ID	Edits and Exceptions	btn Process Edit	Status
DE 27		Transaction not being performed in the correct count...	Process Edit	Needs Approval

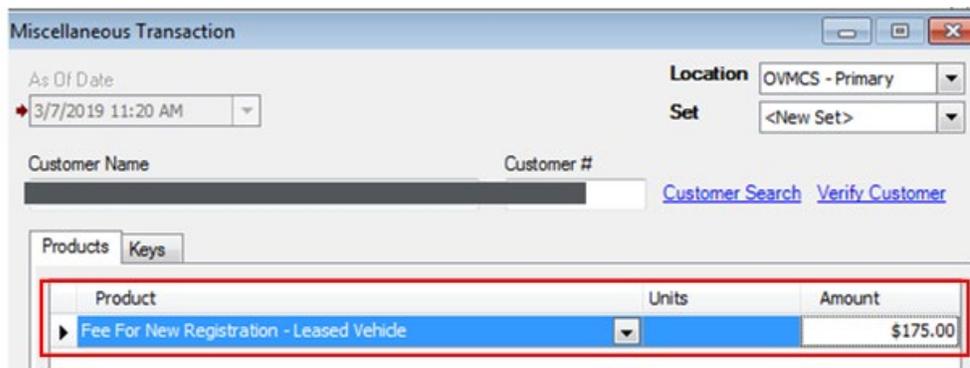
8. The **Payment Manager** window opens.
  - a. Click **Fines** button to add the fine.
    - i. Notice not all fees are included.



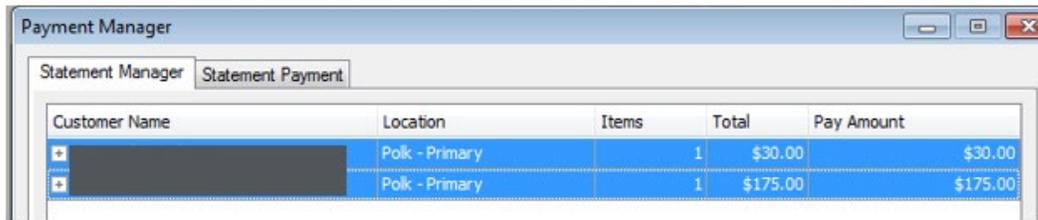
9. In **ARTS**, access **Cash Drawer** → **Miscellaneous Transaction**



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**.



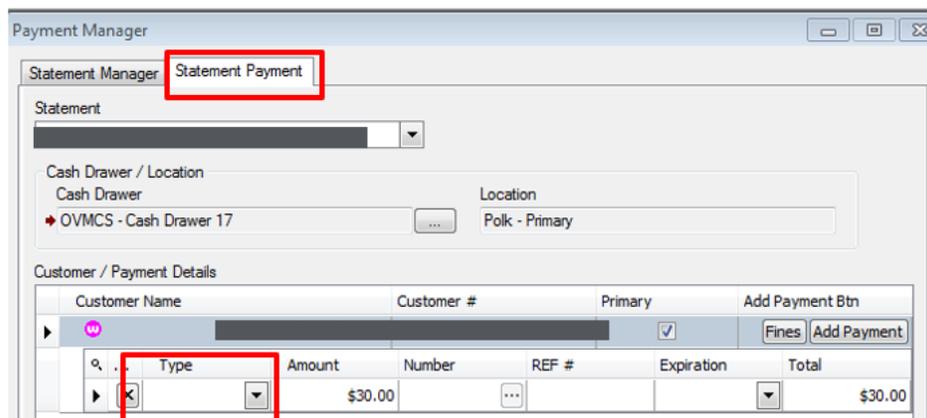
11. The **Payment Manager** window opens.
- Merge all payments** by selecting a row while pressing and holding the shift key and clicking subsequent row(s).



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

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

- Select the payment type.



- Select **Pay**.