

**Scenario:** Reconciling Escrow Accounts

**Raised By:** Adams County

**Related Help Article(s):** N/A

If the clerks redeemed escrow and added in multiple accounts for payment, at the end of the night the total transaction counts do not match and will not allow clerks to reconcile their drawers. A SQR is submitted for the counts to be fixed. In the meantime, enter the counts that are in DRIVES as the most important part is the dollar amount matching.

**Scenario:** Collecting NSF Fees for Transaction Performed in CSTARS

**Raised By:** Mesa County

**Related Help Article(s):** *External Debt*

To collect NSF fee for a transaction performed in CSTARS, add an external debt and add a payment.

**Scenario:** Sales Tax External Debt

**Raised By:** Mesa County

**Related Help Article(s):** N/A

For the scenarios where you need to collect taxes, the clerk should create an Ownership account. Once the Ownership account is created, perform the Tax Only Collection activity.

**Scenario:** Cross County Credit Transfer

**Raised By:** Garfield County

**Related Help Article(s):** N/A

Customers may use prorated credit from their registration period if it did not expire before registering a new vehicle. Decided by the Project Guidance Request 3059, if the customer elects this option and the prior registration was in a different County, prorated credits for Specific Ownership Tax and registration fees (as applicable) can be pulled (“sourced”) from the original County’s revenue. Prorated credit transfers are paid from the source County to the destination County using revenue accounting entries (e.g. cash does not change hands). The portion of Specific Ownership Tax credited to the new County is redistributed during the new transaction. Money changes hands through adjustments in how much both Counties owe the State for the month in which the transfer occurred. One will pay more to the state (sends money), the other pays less to the state (receives money). The total amount kept by the state is zero.

**Scenario:** Daily Collections Data Cube

**Raised By:** Garfield County & Pueblo County

**Related Help Article(s):** *Daily County Collections, Using the Data Cube Dashboard,*

The Daily Collections data cube is in the progress of being fixed. Some lien amounts are broken up into different fee amount that add up to the correct amount. This could happen if the clerk accepted a split payment. DRIVES prorates those payments based on fees in different line items. Please note that secondary offsets like county small balance adjustments are also classified as split payments from the perspective of the report.

**Scenario:** Duplicate Titles as High Risk

**Raised By:** Adams County

**Related Help Article(s):**

All duplicate titles were being categorized as *High Risk*. A SQR has been submitted and is currently being worked.

**Scenario:** Late Fee Charged During Establishing Residency 90 Day Grace

**Raised By:** Mesa County

**Related Help Article(s):**

DRIVES is charging a late fee for situations where the Customer is within the 90-day grace for establishing residency. A SQR was submitted for this issue.

**Scenario:** Lease Buyout Registration Card

**Raised By:** Mesa County

**Related Help Article(s):** N/A

When performing a lease buyout, the second lessee displays on the registration card even if they have been dropped from the activity. A SQR was submitted for this issue.