

INFORMATION NOTICE

BUREAU OF ACCOUNTING

DATE: 04/15/2021	Information Notice (INFO) INFO21-005
SUBJECT: Insufficient Funds Transactions	

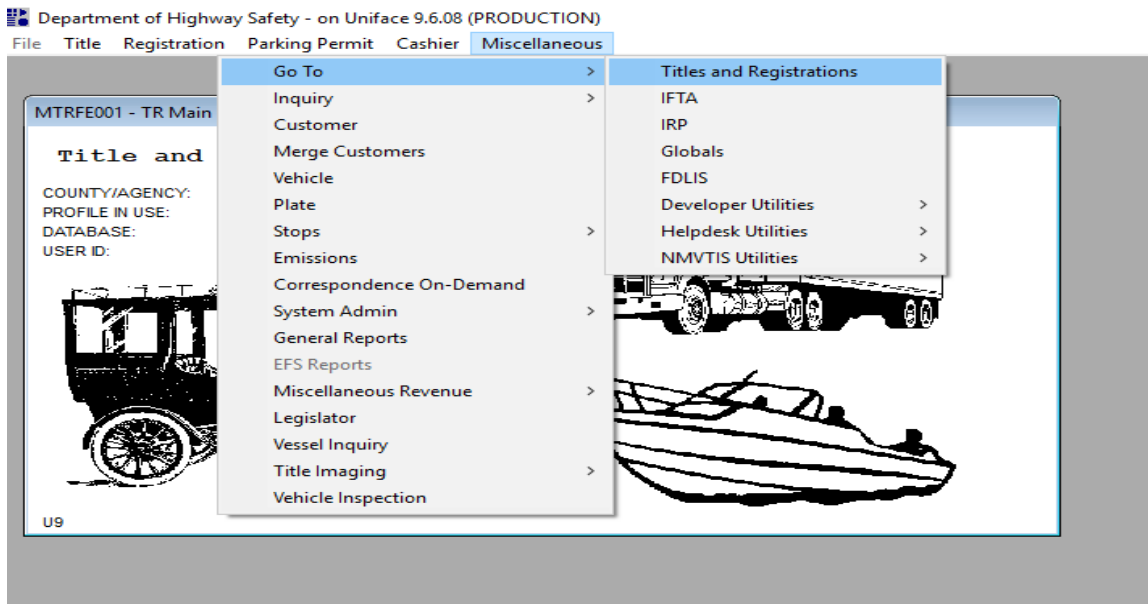
Overview:

The Florida Department of Highway Safety and Motor Vehicles (FLHSMV) is aware that Tax Collector Offices need instruction on processing insufficient funds transactions to identify all the fees that need to be paid. When the transactions are processed incorrectly, the clerks do not collect the correct dollar amount in fees. The attached instructions and screenshots will provide the proper way to process insufficient fund transactions, identify what is owed, and collect the appropriate fees.

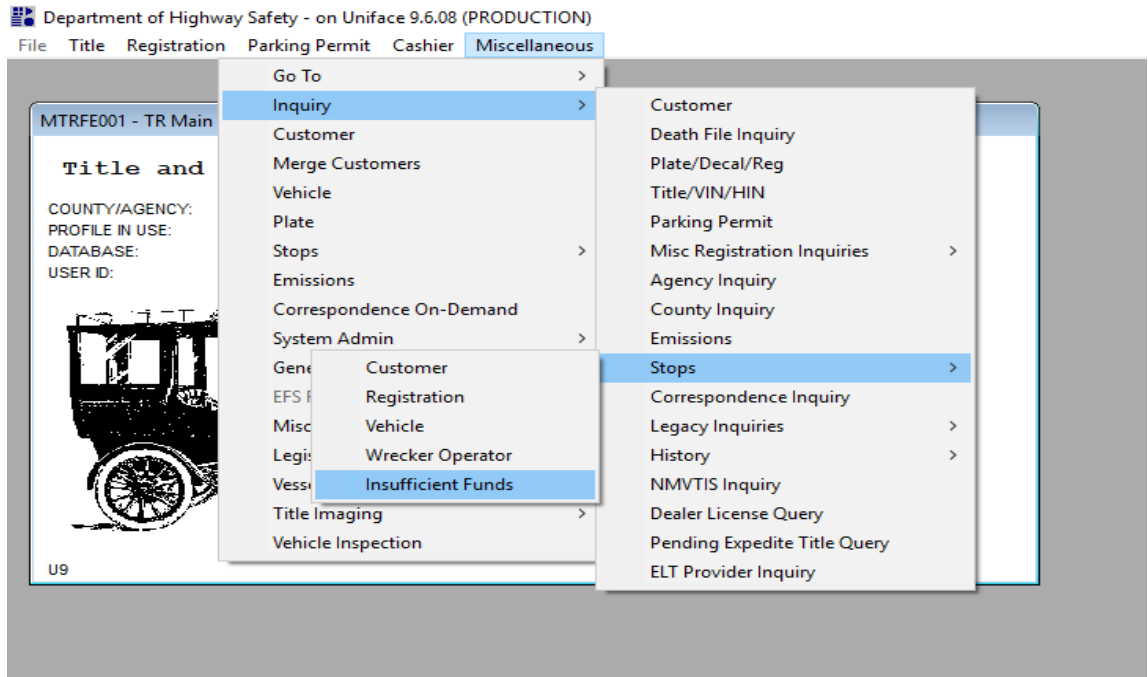
Details:

Inquiry On an Insufficient Funds Transaction

- From the **Miscellaneous Menu**, click **Go To**, then **Titles and Registrations**.



- Under the **Inquiry Tab**, choose **Stops**, then **Insufficient Funds**.



- The **Insufficient Funds Transaction Inquiry** form will open.

The screenshot displays the 'MGLFQ160 - INSUFFICIENT FUNDS TRANSACTION INQUIRY' form. The form contains several sections of input fields:

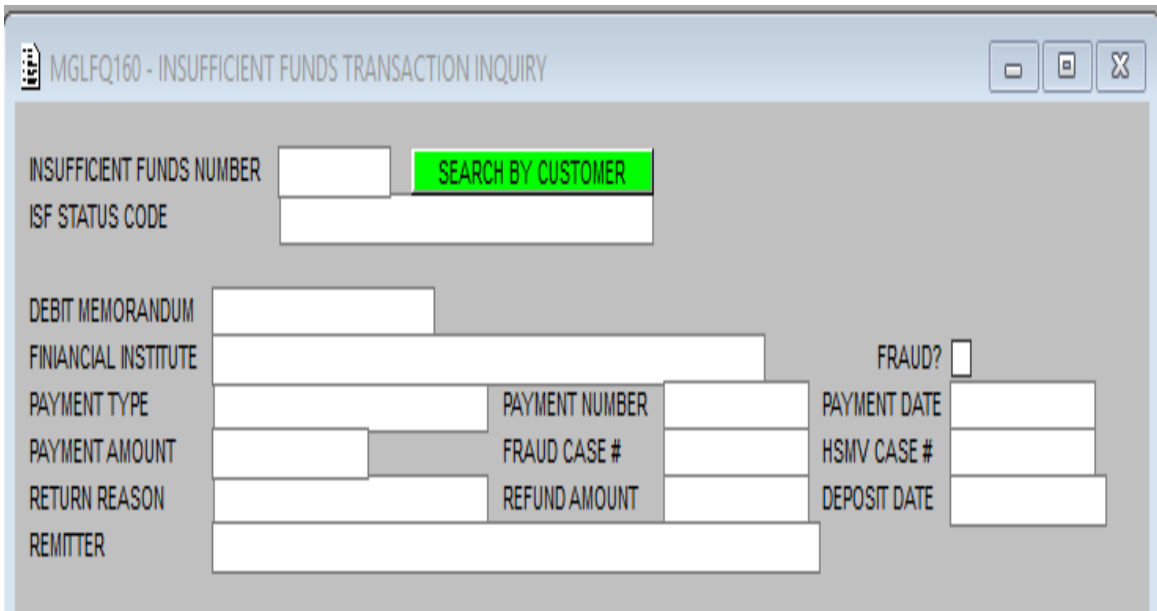
- INSUFFICIENT FUNDS NUMBER:** A green highlighted field with a 'SEARCH BY CUSTOMER' button next to it.
- ISF STATUS CODE:** A text input field.
- DEBIT MEMORANDUM:** A text input field.
- FINANCIAL INSTITUTE:** A text input field.
- PAYMENT TYPE:** A text input field.
- PAYMENT AMOUNT:** A text input field.
- RETURN REASON:** A text input field.
- REMITTER:** A text input field.
- PAYMENT NUMBER:** A text input field.
- FRAUD CASE #:** A text input field.
- REFUND AMOUNT:** A text input field.
- FRAUD?:** A checkbox.
- PAYMENT DATE:** A date input field.
- HSMV CASE #:** A text input field.
- DEPOSIT DATE:** A date input field.
- ORIG TRANS ID:** A text input field.
- REFUND FEES:** A text input field with a dropdown arrow.
- ORIG TRANS TYPE:** A text input field.
- REIMBURSEMENT TRANS AMT:** A text input field.
- CUSTOMER(S) RECEIVING STOP:** A section containing:
 - FEID/DL:** A text input field.
 - LETTER TYPE:** A text input field.
 - CLEARANCE DATE:** A date input field.
 - CUSTOMER NAME:** A text input field.
 - COUNTY CODE:** A text input field.
 - CLEARANCE TRANS ID:** A text input field.
 - COLLECTION AGENCY STATUS:** A text input field.
 - COLLECTION AGENCY AMOUNT:** A text input field.
 - COLLECTION DATE:** A date input field.
 - WRITE OFF DATE:** A date input field.
 - UNUSED MONEY AMT:** A text input field.
 - BAD CHECK SERVICE FEE:** A text input field.
 - IRP DELINQUENT FEE AMOUNT DUE:** A text input field.
- REFUND INFO:** A button at the bottom of the form.

The Windows taskbar is visible at the bottom of the screen.

- If the citizen has the official letter with them, the Insufficient Fund Number (ISF number) is at the end of the letter and is labeled as ISF Reference Number. The ISF number is all the digits before the period. In this example, the ISF number is 1344.



- If the citizen does not have the official letter, use the **SEARCH BY CUSTOMER** button and enter the DL or FEID number, or Customer Name etc.



- Once the ISF is retrieved, please look at the **PAYMENT AMOUNT** and the **REFUND AMOUNT**. If a difference is listed, it means there are additional fees to collect.

MGLFQ160 - INSUFFICIENT FUNDS TRANSACTION INQUIRY

INSUFFICIENT FUNDS NUMBER: 1344 SEARCH BY CUSTOMER

ISF STATUS CODE: PAID

DEBIT MEMORANDUM: TAX100627-19-2021

FINANCIAL INSTITUTE: SUNTRUST BANK

PAYMENT TYPE: CHECK PAYMENT NUMBER: 1012 FRAUD?: PAYMENT DATE: 07/10/2020

PAYMENT AMOUNT: 191.85 FRAUD CASE #: HSMV CASE #: DEPOSIT DATE: 07/10/2020

RETURN REASON: INSUFFICIENT FUNDS REFUND AMOUNT: 156.85

REMITTER: [REDACTED]

ORIG TRANS ID	REFUND FEES	ORIG TRANS TYPE	REIMBURSEMENT TRANS AMT
1158787224	...	TRANSFER TITLE	113.25
1158791959	...	TRANSFER REG REGIS	78.60

CUSTOMER(S) RECEIVING STOP

FED/DL: [REDACTED] CUSTOMER NAME: [REDACTED]

LETTER TYPE: [REDACTED] MOTOR VEHICLE STOP COUNTY CODE: 19

CLEARANCE DATE: 02/09/2021 CLEARANCE TRANS ID: 1410064187

COLLECTION AGENCY STATUS: [REDACTED] COLLECTION DATE: [REDACTED]

COLLECTION AGENCY AMOUNT: [REDACTED] WRITE OFF DATE: [REDACTED]

UNUSED MONEY AMT: 0.00 IRP DELINQUENT FEE: [REDACTED]

BAD CHECK SERVICE FEE: 30.00 AMOUNT DUE: 186.85

REFUND INFO

- If you need to identify those fees that made up the **PAYMENT AMOUNT**, navigate to the **Miscellaneous Menu** and select **Inquiry**. Next, select **History**, then **Miscellaneous Revenue** in the sub menus.

Department of Highway Safety - on Uniface 9.6.08 (PRODUCTION)

File Title Registration Parking Permit Cashier **Miscellaneous**

MTRFE001 - TR Main Menu

Title and Registration Main Menu

COUNTY/AGENCY: 03 / 32

PROFILE IN USE: DEFAULT

DATABASE: Production

USER ID: ACCNZS

U9

- Go To >
- Inquiry >**
 - Customer
 - Death File Inquiry
 - Plate/Decal/Reg
 - Title/VIN/HIN
 - Parking Permit
 - Misc Registration Inquiries >
 - Agency Inquiry
 - County Inquiry
 - Emissions
 - Stops >
 - Correspondence Inquiry
 - Legacy Inquiries >
 - History >**
 - Title History
 - Registration History
 - Customer History
 - Customer Merge History
 - Parking Permit History
 - TOP History
 - Dealer Temporary Plate
 - Front End / Sample Plates
 - Miscellaneous Revenue**
 - Title Microfilm Inquiry
 - Legacy Tag History
 - Stop History >
 - Legacy Vanity Plates
 - Vessel Legacy Inquiries >
 - Override Inquiry
 - NMVTIS Inquiry
 - Dealer License Query
- Customer
- Plate
- Stops >
- Emissions
- Correspondence On-Demand
- System Admin >
- General Reports
- EFS Reports
- Miscellaneous Revenue >
- Legislator
- Vessel Inquiry
- Title Imaging >
- Vehicle Inspection

- Enter the **Transaction ID** from the **INSUFFICIENT FUNDS TRANSACTION INQUIRY** screen.

MGLFQ160 - INSUFFICIENT FUNDS TRANSACTION INQUIRY

INSUFFICIENT FUNDS NUMBER: 1344

ISF STATUS CODE: PAID

DEBIT MEMORANDUM: TAX100627-19-2021

FINANCIAL INSTITUTE: SUNTRUST BANK

PAYMENT TYPE: CHECK

PAYMENT AMOUNT: 191.85

RETURN REASON: INSUFFICIENT FUNDS

REMITTER: [REDACTED]

PAYMENT NUMBER: 1012

FRAUD CASE #: [REDACTED]

REFUND AMOUNT: 156.85

PAYMENT DATE: 07/10/2020

HSMV CASE #: [REDACTED]

DEPOSIT DATE: 07/10/2020

FRAUD?

ORIG TRANS ID	REFUND FEES	ORIG TRANS TYPE	REIMBURSEMENT TRANS AMT
1158787224	...	TRANSFER TITLE	113.25
1158791959	...	TRANSFER REG REGIS	78.60

- It will display all fees associated with the **Transaction ID** in question.

MTRFQ040 - MISCELLANEOUS REV INQ

TRANSACTION ID: 1158787224

PROCESSED TIMESTAMP: 10-JUL-2020 08:29:03

BRANCH FEE	0.50	BASE TITLE (NOT FOR HIRE) \$47	47.00
BASE TITLE (NOT FOR HIRE) \$1	1.00	LOCAL OPTION FEE	5.00
ODOMETER FEE	1.00	STATE SALES TAX	30.00
STATE TRANSPORTATION FEE	21.00	SECURITY FEE	1.00
TITLE SERVICE FEE	4.25	PAPER TITLE S&H	2.50

CUSTOMER: [REDACTED]

DEL FEE: INITIAL EX: NONE OVERWRITE: [REDACTED]

MAIL FEE: SVC FEE: BRANCH FEE:

TOTAL FEES: 113.25

TAX CREDIT: [REDACTED]

ARF CREDIT: [REDACTED]

COMMENTS: [REDACTED]

COUNTY/AG: 19 / 3

REPORT: 5340

TRX CODE: TRT

TRANS EFF: 07/10/2020

TRANS DATE: 07/10/2020

UNACCOUNTED PLATE: [REDACTED]

USER ID: TC05MRE

VOUCHER:

VOIDED? VOID USER ID: [REDACTED] VOID TIMESTAMP: [REDACTED]

VOID COMMENTS: [REDACTED]

PRESS <CTRL + Z> TO ZOOM

Conclusion:

If you need additional information, please contact the Audit and Refund Unit at 850-617-3205.