



TECHNICAL ADVISORY

DIVISION OF MOTORIST SERVICES

<b>DATE: 09/22/22</b>	<b>Technical Advisory (TA) DL22-033 and RS/TL22-029</b>
<b>SUBJECT: Report Error – Insufficient Funds</b>	

**Overview:**

An issue with Insufficient Fund (ISF) remittance calculation for the Transaction Summary report has been identified in FRVIS. The issue is currently affecting motor vehicle only\* and dual agencies\*\*. FLHSMV has confirmed that the fee code used by FRVIS for ISF transactions is not being calculated correctly in FRVIS or ORION Transaction Summary reports. FLHSMV is currently working to resolve the discrepancy in FRVIS.

**Details:**

The miscalculation of the remittance totals is occurring when an agency is processing ISF transactions. As a result of this finding, we are recommending the following to assure that the agency uses the report with the most accurate remittance totals, based on agency type:

- Motor Vehicle only agencies\* should continue to use the FRVIS Transaction Summary report.
- Dual agencies\*\* should discontinue use of the FRVIS Transaction Summary report and only use the ORION Transaction Summary report.
- Driver License only agencies\*\*\* are not affected and should continue to use the ORION Transaction Summary report.

\* Motor Vehicle only agency refers to agencies that only provide motor vehicle services.

\*\*Dual agency refers to agencies that provide driver license and motor vehicle services.

\*\*\*Driver License only agency refers to agencies that only provide driver license services.

The remittance totals for reports that include ISF transactions will not be accurate until the FRVIS report is updated. Currently there is not an estimated date for deployment, however, we will provide an update prior to deploying the changes.

In the meantime, agencies can address the discrepancies by choosing one of the following options:

1. Submit remittance as displayed on the report (with ISF transactions); Submit a refund request with a copy of the Transaction Summary report and payment confirmation from EPS to [SylvondaGaines@flhsmv.gov](mailto:SylvondaGaines@flhsmv.gov) and [ValerieJones@flhsmv.gov](mailto:ValerieJones@flhsmv.gov).  
Or,
2. Withhold payment for the report (with ISF transactions) until the discrepancy is corrected in FRVIS.

Please continue with your normal operating procedures for all reports that do not include ISF transactions for the day.

**Conclusion:**

If you need additional information, please contact your next level of management.