

<b>NUMBER:</b>	<b>1.8</b>
<b>SUBJECT:</b>	<b>FRONT COUNTER PROCEDURES</b>
<b>CATEGORY:</b>	<b>ADMINISTRATIVE/DIVISION-WIDE</b>
<b>DATE:</b>	<b>JUNE 29, 2011</b>
<b>REVISED DATE:</b>	<b>JUNE 27, 2018</b>
<b>RELATED SECTIONS:</b>	<b>1.11; 1.9; 1.12</b>

**PURPOSE AND INTENT:**

To establish standard procedures on how to service external customers at the Front Counter of the Records & ID Division.

**POLICY:**

To provide detailed procedures for the Records & ID staff who are assigned to service external customers at the Front Counter.

**PROCEDURE:**

**A. PREPARE FINANCIAL DEPOSIT FOR BEGINNING OF SHIFT**

- 1 Retrieve the money bags from the Safe (located on the wall next to the Manager's Office).
- 2 Get a new Bank Deposit Slip (located in the middle drawer on the left side of the Front Counter Desk).
- 3 Follow Policy & Procedures Section 1.11 – Logging into POETA and Deposits Procedures

**B. CHECK AND PREPARE SUPPLIES**

- 1 Take the "Sorry We're Closed" sign down and put into wire basket (right side of desk)
- 2 Make sure pens are available at front counter
- 3 Change the Date Stamp to the current date
- 4 Get a Visitor Log Sheet out of drawer where the forms are kept and stamp it with the current date. Put the sheet on a clipboard and place it on the counter for visitors to sign-in.
- 5 Check the Credit/Debit Terminal Printer & Cash Register to make sure receipt tape is in the terminal and paper in the printer tray.
  - a. Extra tape rolls for the terminal are located in a basket under the counter.
- 6 Place a Daily Transaction Log sheet on the clipboard and stamp with current date.
- 7 Put a sticky note below the Credit/Debit Terminal with the number of the first check that will be used. The checks are kept in the drawer where the deposit bags are kept

**C. GREET CUSTOMERS AND HAVE THEM SIGN IN**

- 1 Have customers sign in on the Visitor Log Sheet.
- 2 If Law Enforcement or Government employee has a badge, verify the badge # then have them sign in on the Law Enforcement log, located on the right side of the desk.

**D. DETERMINE THE REASON FOR THE VISIT**

- 1 Local Background Check
  - a. Requestor will complete a Service Request Form
  - b. Verify form is accurate and complete with signature & date
  - c. Ask for ID and make a copy (if needed)
  - d. Collect fee (if needed)– see Policy & Procedure sections 2.4 Release of Cori & 1.9 Check Acceptance/Debit Card Transactions/Cash Register
  - e. Stamp Service Request Form with current date stamp
  - f. Complete back side of Service Request Form
  - g. Log payment information and notes on Daily Transaction Log
  - h. Take Request to Booking Section and file in box behind current date
- 2 Case Copy Request
  - a. Requestor will complete a Service Request Form
  - b. Ask for ID and make a copy (if needed)
  - c. Collect fee (if needed) – see Policy & Procedure sections 2.4 Release of Cori & 1.9 Check Acceptance
  - d. Stamp Service Request Form with current date stamp
  - e. Complete back side of Service Request Form
  - f. Log payment information and notes on the Daily Transaction Log if payment processed
  - g. Take Request and give to the Cases Section (lead clerk) as noted on the board
- 3 Subpoena
  - a. Review the Subpoena to ensure it is requesting "records"
  - b. If the subpoena is for a deputy to appear in court direct the person to the deputies in the lobby and have them call Melisa Festin in Financial
  - c. If it is a civil case the fee for processing the subpoena is \$15.00  
Log the subpoena into the Subpoena Electronic Database on the v-drive
  - d. Time stamp the back of the first page of the subpoena
  - e. Attach the check to the subpoena for processing (Do not process fee until subpoena is completed and given back by an assigned supervisor or SOS)
  - f. If given cash, write a manual receipt and give the customer their copy of the receipt. Attach the pink receipt (our records) and cash to the subpoena for processing.
  - g. If given a debit/credit card, make a copy of the front and back side of the debit/credit card and indicate "credit card has not been charged."
  - h. Give the subpoena to the assigned SOS or supervisor or place in their inbox if they are not available.

**4 Repo Release**

- a. Have the requestor complete a Service Request Form
- b. Ask for ID and make a copy
- c. Call Cases Section and make sure it is a San Diego Sheriff Repo by giving them the VIN # or License Plate #
- d. Ask for ID and make a copy
- e. Collect fee (if needed)– see Policy & Procedure sections 2.4 Release of Cori & 1.9 Check Acceptance
- f. Notate VIN or License Plate number on our receipt and the customer's receipt
- g. Stamp Service Request Form with current date
- h. Complete back side of Service Request Form
- i. Log payment information and notes on Daily Transaction Log
- j. Give the Service Request Form to the Cases Section lead clerk (see whiteboard for name of the lead clerk for the day)

**5 Warrant Check Letter**

- a. Requestor will complete a Service Request Form
- b. Ask for ID and make a copy
- c. Collect fee – see Policy & Procedure sections 2.4 Release of Cori & 1.9 Check Acceptance/Debit Card Transactions/Cash Register
- d. Stamp Service Request Form with current date stamp
- e. Complete back side of service request form with payment information
- f. Log payment information and notes on the Daily Transaction Log
- g. Call the Warrant Section for processing.

**6 In-Custody Letter**

- a. Requestor will complete a Service Request Form
- b. Ask for ID and make a copy (if available)
- c. If an ID is not available, inform the clerk who will process the In-Custody letter, so they can verify if it's the same person.
- d. Complete the back side of Service Request Form- No Fee
- e. Give to the lead in the Booking Section
- f. Have the requestor have a seat and wait to be called.

**E. ANSWER TELEPHONE**

- 1 Answer telephone and direct the caller to the appropriate section
- 2 Answer questions if needed or find out how you can best assist the caller

**F. IF REQUESTOR IS PICKING UP REQUEST**

- 1 Check requestors I.D.
- 2 Locate all paperwork
  - a. Envelopes are located in a basket in 2<sup>nd</sup> drawer on left side of front counter
  - b. OPM Bottom drawer on right side of desk
  - c. Miscellaneous drawer to the left of OPM bottom drawer

- 3 Process Payment
  - a. Follow Policy & Procedure sections 2.4 Release of CORI, 1.9 Check acceptance, or 1.12 Debit Card Transactions & Cash Register when collecting a payment (if required)
  - b. Complete back side of Service Request Form(s)
  - c. Log payment information and notes on the Daily Transaction Log (if payment processed)
  - d. CORI payment information if collected
  - e. Follow instructions on the Route Slip (if available).

#### **G. IN BASKET PAPERWORK**

- 1 Process any paperwork from the In-Basket once all tasks are caught up
- 2 Follow Policy & Procedure sections 2.4 Release of Cori & 1.9 Check Acceptance/Debit Card Transactions/Cash Register
- 3 Log payment information and notes on Daily Transaction Log (if payment processed)
- 4 CORI payment and pick-up information, if necessary
- 5 Follow the instructions on the Route Slip (if available)

#### **H. MONITOR THE DOOR LEADING INTO RECORDS DIVISION**

- 1 Screen each person wanting access to enter into Records Division
  - a. If they are here to see someone in Records Division, call that person to notify them or escort them to that person.
  - b. Verify unknown personnel by looking at their badge or ID
  - c. Notify Sonya or any available supervisor regarding any supply deliveries

#### **I. EXTRA TASKS WHEN TIME PERMITS**

- 1 Make extra copies of any forms that need to be copied
- 2 Highlight Service Request Forms
- 3 Prep or verify for Booking Section

#### **J IN THE EVENT OF DANGER**

- 1 Press the secret alarm panic button under the desk that will alert the deputies at the front counter and will dispatch police.

#### **K CLOSING PROCEDURE**

- 1 Around 1615 start closing the front counter
- 2 Follow the closing steps for the VitalCheck Product Suite via the computer, if debit(s) and/or credit(s) card transactions were processed
- 3 Insert key into the cash register and turn key to the "Daily Z" mode. The drawer will now open
- 4 Remove everything from the cash register- including cash, checks and receipts etc.

- 5** Place petty cash into the bank zipper pouch along with the cash register key.
- 6** Place remaining cash/all checks/cash register receipts including the "Z" report & daily transaction log sheets into the other bank zipper pouch.
- 7** Close the cash register drawer.
- 8** Place both bank zipper bags into the safe on top of the metal box and close the safe.
- 9** Any receipts that are ready to be processed once the front counter is closed can be placed in the assigned locked metal box on the top of the metal bookshelf by the manager's office located under the metal key cabinet.
- 10** Turn the Television off with the remote located in the bottom left hand side drawer
- 11** Turn off the printer, computer, lights and fan
- 12** Put up the closed sign in the window