



# Motor Vehicle Banking Manual

Motor Vehicles

Effective Date: [MM/DD/YY]

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## Revision History

<b>Effective Date of SOP:</b> 3/18/2025	<b>SOP Number:</b> G.22
<b>Functional Area Name:</b> Motor Vehicle	<b>Division Name:</b> Banking
<b>Last Review Date:</b> 3/3/2025	<b>Last Reviewer:</b> Sandra Easton, MV Banking Lead
<b>Next Review Date:</b> 3/3/2026	<b>Next Reviewer:</b> MV Banking Lead
<b>Executive Approval Date:</b> 3/18/2025	<b>Approved By:</b> Caitlin Owen, Chief Development & Support Officer

## Overview

*These Standard Operating Procedures (SOPs) provide guidance to Service Oklahoma (SOK) employees on the various motor vehicle banking procedures in coordination with Licensed Operators.*

## Purpose

*These SOPs will ensure that SOK employees are able to support LOs in the required banking transactions, analysis, and reporting to ensure compliance with required motor vehicle banking processes.*

## Policy Statement

*These SOPs apply to all SOK employees and LOs involved in motor vehicle transactions.*

## Compliance

*TBD*

## Systems

*OneLink*

## Roles

*List the roles and functions of anyone involved in the operations described within this document.*

<b>Role</b>	<b>Responsibilities</b>

## Procedures

### LO Banking Background

Agents are required to open two bank accounts. One is the LO account (which Banking has nothing to do with) and an OTC account.

Most agents are required to deposit the money earned within one working day. However, if the agent is in a town where there is no bank or bank branch they will be considered three day agents and have three days to deposit the funds into the OTC account.

LO Banking's job is to audit the Agents' OTC accounts by the balancing the bank statements every month and making corrections to the agent's accounts in order to keep them in balance. LO Banking also helps agents with calculating deposits and posting AD's.

### Banking Timetable

#### **DAILY:**

##### **Before 8:15 a.m.:**

- Check "My Work" for messages from agents requesting corrections to deposits.
- Work any tasks that came in on messaging that may have something to do with the morning sweep.
- Run the Morning Sweep List Preview
- Check the Morning Sweep List Preview for any odd deposit amounts
- Place a "Stop Sweep Flag" on any sweeps that cannot be explained
- Correct any odd sweeps that can be corrected.

##### **Throughout the Day:**

- Call any agents to verify odd deposits and remove "Stop Sweep Flags"
- Check "My Work" periodically for any messages
- Check the mail (if urgent, work immediately)

##### **Tasks** (done daily as needed):

- Check in bank statements
- Work on the balancing sheets for your assigned agents.
- Write and send banking letters
- Set up and Close agencies
- Make any corrections sent in by agents thru "Notification"

##### **Tasks** (done daily after the 15<sup>th</sup> of the month):

- Make any corrections found on the balancing Sheets

##### **At the End of Every Fiscal Year** (FY = 7-1 thru 6-30):

- Agents' end of year balance report
- Move the "LO Bank List" forward
- Move the "Signature Card List" forward
- Move the "Closed Agent - Accounts" forward

##### **At the End of Every Physical Year** (December)

- Move the "Statement Log-In" forward
- Move the "Reconciled Statements" forward
- Move the "Corrections Done: forward
- Set up the next years folders for the agents in Laserfische

## QUICK SHEETS

### OPENING, CHANGING OR CLOSING A LO DEPOSIT ACCOUNT

#### OPENING A NEW AGENT

1. Receive original or faxed set of banking papers
2. Receive agent information from Audit
3. Fill out the "Open Agent - Account" form
4. Create a physical file
5. Enter the agent in One Link
6. Enter the agent in the OK State Treasurer (OST) system
7. Enter the agent in the "OK.Gov Credit Card Payment System" (if appropriate)
8. Enter the agent in the current "LO Bank List"
9. Enter the agent in the current "Bank Log-In List"
10. Enter the agent in the "Signature Card" spreadsheet
11. Enter the agent in the "Reconciled Statements" spreadsheet.
12. Enter the agent in the "Corrections Done" spreadsheet
13. Have the Signature Card (if any) signed
14. Fax signature card to bank if requested by bank
15. Copy the Signature Card
16. Mail original Signature Card to bank
17. File copy of Signature Card

#### CHANGING BANK ACCOUNTS FOR A CURRENT LICENSED OPERATOR

**Bank Merger/Sale:** A bank merges or buys out another bank

- Only do a bank change if the account number has been changed
- Notify the agent of the account number change
- Remind agent to notify ATMOne (if they are using ATMOne for credit cards)
- The new account number will be used as soon as possible (This is usually the date that the bank has transferred the money to the new account number)

**Bank Closure:** A bank closes

- Notify agent of the bank closure and encourage them to find a new bank as soon as possible
- Remind the agent to notify the ATMOne (if they are using ATMOne for credit cards)
- If the closure is before the next semi-monthly period then the new account will be used as soon as everything is set up

**Agent Bank Change:** An agent wishes to change their banking account

- The first day a new bank can be used is the first work date of a semi-monthly period (the 1<sup>st</sup> or the 16<sup>th</sup>)
- The agent must verify before the 1<sup>st</sup> date of use that the appropriate paperwork has been received and that OneLink has been updated
- Remind the agent that if they are using ATMOne for credit cards then they must notify ATMOne of the change of bank accounts

1. Give the agent a new set of banking papers
2. Receive banking papers
3. Fill out the “Open Agent – Account” form
4. Fill out the “Close Agent – Account” form
5. Create a physical file
6. Enter the agent in One Link
7. Enter the agent in the OK State Treasurer (OST) system
8. Enter the agent in the current “LO Bank” list
9. Enter the agent in the current “Statement Log-In” list
10. Enter the agent in the “Signature Card” spreadsheet
11. Enter the agent in the “Corrections Done” spreadsheet
12. Enter the agent in the “Reconciled Statements” spreadsheet
13. Have the Signature Card (if any) signed
14. Fax signature card to bank (if requested by bank)
15. Copy the Signature Card
16. Mail original Signature Card to bank
17. File copy of Signature Card
18. Close the Agent’s previous account

## **CLOSING AN AGENT or LO DEPOSIT ACCOUNT**

1. Fill out the “Close Agent - Account” form
2. Cease the LO-Deposit account
3. Update the “LO Bank” list
4. Update “Statement Log-in” list
5. Update in “Signature Card” spreadsheet
6. Update the “Corrections Done” spreadsheet
7. Update the “Reconciliation Statements” spreadsheet
8. Close in OK.Gov Credit Card system (only if closing the agency)
9. Update the ATM 1 agent list (if agent uses ATM 1)
10. Enter information in Closed Agent File

### **After 2 months**

#### **Legacy Account (account opened before March 15<sup>th</sup>, 2015)**

11. Credit the Debit Account
12. Debit the Liability Account

#### **OneLink Account (account was opened after March 15, 2015)**

13. Reverse all Base Debits
14. Change the Minimum Bank and Minimum Withdrawal to 0

**After the Final Withdrawal has been made (3 – 4 days later)**

15. Verify that the last withdrawal has gone through OST
16. Cease the Bank Account
17. Stop in OST
18. Send letter to bank closing the account
19. Update the Closed Agent file
20. Close physical file

**After Supply has finished with the Agent's account**

21. Update the Closed Agent file

**CHECKING the MORNING SWEEP**

**This has to be done before 8:15 a.m. because that is when the actual sweep is ran.**

1. Run a "LO Sweep List Preview" report
2. Sort the LO Agents by clicking on the "Agents" column header
3. Filter the report as "Balance<-30000.00"
4. Check the report for abnormal and/or unexplainable withdrawal amounts
5. Verify any abnormal and unexplainable withdrawal amount in the agent's file by comparing the deposit to the "Work Done" report.
6. Fix the deposit amount if correction is obvious
7. Place a "Stop Sweep Flag" if there are any unexplainable deposits
8. Continue through the entire sweep.

**Afterwards:**

9. Go back over any unexplainable deposits more thoroughly
10. Call the agent with a "Stop Sweep Flag" to find out about the odd deposits
11. Correct any deposits that can be corrected
12. Cancel any "Stop Sweep Flags" that can be cancelled
13. Notify supervisors of the "Stop Sweep Flags" placed that could not be cancelled

**BANK STATEMENT BALANCING**

**LOGGING-IN BANK STATEMENTS**

1. Take envelopes and other unneeded papers off the bank statements
2. Scan the bank statements to the "LO BK STMT" file
3. Go in Laserfische and rename each bank statement
4. Mark each statement off on the "Statement Log-In" spreadsheet
5. Move each bank statement to the correct folder in Laserfische
6. Place bank statements in the file drawer until all have been worked
7. Shred the bank statements after all of them have been worked

**UPDATING THE BALANCING SHEET (MONTHLY)**

1. Change the date on the top line of the reconciliation sheet
2. Change the month on the tab on the bottom of the reconciliation sheet

### **UPDATING THE BALANCING SHEET (DAILY)**

1. Change the prepared by date

### **BALANCING BANK STATEMENTS**

1. Open the a blank balancing sheet
2. Copy the Agent # and Agent Name to the balancing sheet from the previous month
3. Copy the Ending Book Balance from the previous month to the Ending Balance of the current balancing sheet
4. In OneLink run the “Bank Statement Balancing” report
5. Enter the deposit, withdrawal and adjustment amounts
6. Copy the withdrawal amounts from the “Bank Statement Balancing” report to the balancing sheet.
7. Copy the deposit amounts from the “Bank Statement Balancing” report to the balancing sheet.
8. Copy -1.00 and paste over the deposit amounts using Special Paste – Multiply
9. Open the bank statement
10. Enter the “Ending Bank Balance” from the statement
11. Check for any withdrawals that are in transit
12. Enter the “Withdrawal in Transit”
13. Match and list all bank deposits and dates to the AD’s postings
14. Post errors on the correct section of the balance sheet
15. Save the balance sheet as #####-A BAL mm-yy
16. Email the balance sheet to the lead of LO Banking for review

### **CHECKING IN FINISHED BALANCE SHEETS (done by the lead)**

1. Open the Reconciled Statements file
2. Open the Corrections Done file
3. Open each bank statement
4. If at any time you find that the balancing doesn’t seem correct return it to the person who balanced the statement with a note stating what is wrong
5. Enter the date you reviewed the statement
6. Enter reviewers name
7. Make sure the Days column has the correct numbers in it
8. Calculate any late deposits that haven’t been calculated as yet
9. Do a quick check to make sure all the postings seem correct
10. Save the file to Laserfische
11. Mark the statement down in the Reconciled Statements file
12. If there are no corrections needed for this statement mark an “X” in the Corrections Done file

### **ENTERING CORRECTIONS FROM BALANCING SHEETS**

1. Open the “Reconciliation” spreadsheet
2. Check to see if any of the corrections have already been done
3. Check to see if any Deposits Not Posted have been posted
4. Make the rest of the corrections in the current period
5. Enter the date the correction was made and your initials in the column to the right of the listed correction (e.g. mm-yy JS)

## ENTERING CORRECTION REQUESTS FROM AGENTS

- A notification in OneLink must be received by an Agent before a deposit adjustment will be done.
- If a deposit is able to be corrected by the agent, the agent should be notified of this.

1. Open message in My Work
2. Bring up the Agent in OneLink
3. Verify the information on the message is correct (e.g. the work date, the amount posted)
4. Verify the correction has not been done yet
5. If the correction cannot be made notify the agent
6. Make the correction in the current period
7. Reply to the message in My Work

## Opening and Closing Agents and Accounts in OneLink: Step by Step

### Opening a New Agent

#### **Banking Papers**

In order to open the OTC account the bank must agree to a set of terms set up by the OTC. These terms are in a contract called “Oklahoma Tax Commission Motor License Agent Account Procedural Outline and Agreement” (a.k.a. Banking Papers).

In order for banking to set up a new agent the bank must fax or email a copy of the signed “Banking Papers”. The signed originals must also be received within a reasonable amount of time, otherwise the bank account can be termed invalid.

When the bank sends the “Banking Papers” they may also send a signature card. Signature cards must be signed and returned to the bank as soon as possible. Some banks will not accept deposits if they do not have at least a copy of the signed signature cards.

New agents must be entered into OneLink a minimum of 2 working days before the agency opens.

1. Items required to register a new agent in Onelink
  - a. A copy of the “Banking Papers”
  - b. “Open Agent - Account” maintenance form
    - i. Laserfische: MSD ▶ Banking Operations ▶ LO Bank Statements ▶ 03 Banking Forms ▶ Maintenance Forms ▶ 01 Open Agent - Account
  - c. Agent Information – this is obtained by Audit
    - i. Agent number
    - ii. Agent's name
    - iii. Agency name
    - iv. Agency location address
    - v. Agency mailing address
    - vi. Agency telephone number
    - vii. Whether the agent is a 3-day agent



Agent Number <small>Required</small>	Date Opened <small>Required</small>		
Title <small>Required</small>	Last Name <small>Required</small>	First Name <small>Required</small>	Middle Name
Business Name or DBA <small>Required</small>	Area Code <small>Required</small>	Phone # <small>Required</small>	
Physical Address <small>Required</small>	Unvalidated		
Mailing Address <small>Required</small>	Unvalidated		
<b>Bank Information</b>			
Account Number <small>Required</small>	Routing Number <small>Required</small>		
Bank <small>Required</small>	Bank City <small>Required</small>		
Min Balance <small>Required</small>	Min Withdraw Amount <small>Required</small>	Deposit Review Amount <small>Required</small>	Treasurer Id <small>Required</small>

## 2. Registering Agent in OneLink

- a. Go to “New Manager”
- b. Click on “Maintenance”
- c. Click on “Register LO”
  - i. “Agent Number” field
    1. Enter Agent number (E. g. 5575)
    2. Do not include the Agent Code
  - ii. “Date Opened” field
    1. Enter the date the agent will open
  - iii. “Title” field
    1. Choose Mr. or Ms.
      - a. This is important because an agent named Sam may be male or female
  - iv. “Last Name” field
    1. Enter the Agent’s last name
  - v. “First Name” field
    1. Enter the Agent’s first name
  - vi. “Middle Name” field
    1. Enter the Agent’s middle name (if provided)
  - vii. “Business Name or DBA” field
    1. Enter the tag agency’s business name
  - viii. “Area Code” field
    1. Enter area code for the agency’s telephone number
  - ix. “Phone #” field
    1. Enter the agency’s telephone number
  - x. “Physical Address” field
    1. Always use a validated address if possible
    2. Enter as “Street Address, City, OK”
      - a. This cannot be a PO Box address
    3. Press Tab



- a. If there is no zip code given or if there is a problem with the address a flag will pop up stating "Address must be validated."
- b. Click on "Unvalidated"
- c. At which point different things could happen:
  - i. The system adds the zip code to the address and changes the system to "Validated"
    1. Go on to the next step
  - ii. A screen pops up with the address in different versions some marked as verified
    1. Choose the correct address
      - a. The correct address may or may not be verified
  - iii. A screen pops up with the address that you entered and a notice that "This could be a non-deliverable address, invalid primary number."
    1. Click on "Select this address" to override or "Cancel" to re-enter the address correctly
    2. Save

A screenshot of a web-based application for address validation. The interface includes:

- A text input field containing the address: "1971 W MAIN ST NORMAN OK 73069-6455".
- A small red warning icon followed by the text: "⚠ This could be a non-deliverable address, invalid primary number".
- A button labeled "Select this address" in blue text.
- A horizontal button bar at the bottom with "Cancel" and "Save" buttons.

- xi. "Mailing Address" field.
  1. Always use a validated address if possible
  2. Enter the mailing address for the tag agency
    - a. This may be the same or different from the physical address
    - b. Enter as "Mailing Address, City, OK"
    - c. This can be a PO Box number
  3. The rest is the same as with the "Physical Address"
- d. Banking Information
  - i. "Account Number" field
    1. Enter the OTC account number
  - ii. "Routing Number" field
    1. Enter the banks branch's routing number
    2. This is always 9 digits
  - iii. "Bank" & "Bank City" fields
    1. This field is an auto fill based on the branch's routing number
    2. It can be corrected if needed.
  - iv. "Bank City" field

1. "Bank City" is where the branch is located
2. This field is an auto fill based on the branch's routing number
3. It can be corrected if needed.
- v. "Min Balance" field
  1. Always \$5000.00
    - a. This is the minimum amount that OTC will always keep in the bank.
- vi. "Min Withdraw" field
  1. Always \$1000.00
    - a. This is the minimum amount posted in OneLink before the computer will withdraw money from this account
- vii. "Deposit Review" field
  1. Any deposits over this amount entered in this field will be flagged for review by the agent when they are posting the deposit.
  2. When an agent is being set up for the first time
    - a. If there was no previous agent in this area the amount will be set to \$20,000.00
    - b. If there was an agent in this area previously the amount will be set to the amount of the previous agent
  3. Agents can request that this amount be reviewed by LO Banking at any time
- viii. "Treasurer ID" field
  1. This is the number that the OK State Treasurer's office uses to withdraw the funds from the bank
  2. Every new agent will start with the code "A"
  3. Every account number for an agent will have a different code.
    - a. E.g. Agent 3357 is on their 3<sup>rd</sup> bank. Then the code would be "C" and the treasurer ID would be 3357C
- ix. Click "OK" to save
- x. Computer will return to the "LO Account" screen
- e. Changing the agent to a 3 day agent
  - i. If the agent does not have any bank or bank branches in the city they are located in then the agent will have 3 business days to make their deposit
  - ii. Go to LO Deposit Account
  - iii. Click on the "Attributes" tab
  - iv. Click on Edit
  - v. Click on the Override Box
  - vi. Enter 4 days in the Days to Deposit Box
    1. 4 days = the work day + 3 business days
- f. If agent is going to use the OK.Gov Credit Card system
  - i. From LO Account Screen
  - ii. Click on "Attributes"

- iii. Click on "Edit"
- iv. Click on "OK.Gov Credit Card Payments"
- v. Save

3. Enter the agent in the OST system
4. If the agent is going to use the OK.Gov Credit Card system
  - a. Enter the agency and agent in the OK.Gov Credit Card system

## Setting Up a Default Bank Account

1. Set the Bank Default
  - a. After clicking "Save" on the previous instructions the computer will be at the correct screen
  - b. Click on the "Default Deposit Account" tab
  - c. Click "Add" button
  - d. Click "Choose" button
  - e. Click on the LO Dep account the new bank account goes to
  - f. Click "Confirm"
  - g. Click Save

## Changing Bank Accounts for a Current Agent

This is only done when opening a new deposit account for a current agent.

1. Reasons to change bank accounts
  - a. Agent doesn't like the bank
  - b. LO Banking requests that the agent changes banks
    - i. The bank won't follow the agreement they signed.
  - c. The bank has closed
  - d. The bank has been bought out and changed the account numbers and routing numbers
2. Start Date
  - a. The agent may start using the new account on either the 1<sup>st</sup> or the 16<sup>th</sup> of the month (the beginning of a semi-monthly period)
    - i. Exceptions
      - 1. The bank closes without prior notification.
      - 2. OTC requests a change of banks due to non-compliance
  - b. The agent must check with LO Banking to make sure the bank account has been set up before using the account
3. Credit Cards (ATM 1 users only)
  - a. The agent must notify ATM 1 and have their information updated.
4. Items required to register a new agent in Onelink



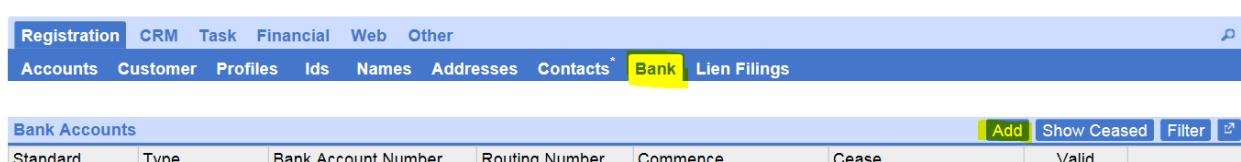
- a. A signed copy of the Banking Papers
- b. "Open Agent – Account" maintenance form
  - i. Laserfische: MSD ► Banking Operations ► LO Bank Statements ► 03 Banking Forms ► Maintenance Forms ► 01 Open Agent - Account
  - ii. For the new bank account
- c. "Closed Agent – Account" maintenance Form
  - i. Laserfische: MSD ► Banking Operations ► LO Bank Statements ► 03 Banking Forms ► Maintenance Forms ► 02 Close Agent - Account

5. Change the Agent's Treasurer ID
  - a. Done if the agent has changed banks
  - b. Done if the bank has changed the account number and routing number
  - c. The number will advance by one letter
6. Create a new physical file for the agent
7. Create a new bank account profile in OneLink
  - a. Bring up the LO Account screen
    - i. Go to "Secured Search"
      1. Type in the agent number
      2. Press enter
      3. Click on the agent
  - b. Click "Add" hyperlink (highlighted)

Registration	CRM	Task	Audit	Financial	Other	Search							
Accounts	Attributes	Summary	Profiles	IDs	Names	Addresses	Contacts *	Bank	Lien Filings				
Accounts										<a href="#">Add</a>	<a href="#">Hide Ceased</a>	<a href="#">Print</a>	<a href="#">Export</a>
Account		Profile	Account Type	Filing	Balance	Name			Address				
004784455-68		002	Admin	MLA	0.00								
015521873-92		003	MLA Lia	MLA Lia	114,842.54								
010153164-80		004	MLA Dep	MLA Dep	(69,015.69)								
3 Rows										45,826.85			

- c. Click on "LO Deposit" on the "New Account" sub screen
- d. "Min Balance" field
  - i. If the account number has changed
    - 1. This will be set to \$5,000.00
  - ii. If only the routing number changed
    - 1. This will be left as 0
- e. "Min Withdraw" field
  - i. This is set at \$1,000.00
- f. "Deposit Review" field
  - i. This will be set at the same amount the Agent previously had.
- g. "Treasurer ID" field
  - i. The code will move ahead by one letter.

1. If the Treasurer ID was 3357C then the new ID will be 3357D
- h. "Days to Deposit"
  - i. Change only if the agent has become a "3 Day Agent"
    1. Click the "Override" box
    2. Change the number of days to 4
      - a. 4 = the work day + 3 days to deposit
  - i. Click "Save" button.
    - i. Computer will return to the new "LO Deposit Acct" screen
8. Enter the Bank Information
  - a. Go back to the LO Account screen
  - b. Click the "Bank" sub-tab



The screenshot shows a software interface with a top navigation bar containing links: Registration, CRM, Task, Financial, Web, Other, Accounts, Customer, Profiles, Ids, Names, Addresses, Contacts, **Bank** (which is highlighted with a yellow box), and Lien Filings. Below this is a sub-navigation bar for 'Bank Accounts' with tabs for Standard, Type, Bank Account Number, Routing Number, Commence, Cease, and Valid. On the right side of this bar are buttons for Add, Show Ceased, Filter, and a search icon.

- c. Click the "Add" link
- d. "Select Bank Account Standard" pop up
  - i. Always select ABA
- e. "Bank Account" screen
  - i. "Attributes" section
    1. "Account Type" field
      - a. Always select Checking from drop down box
    2. "Routing Number" field
      - a. Enter the bank branch's routing number
    3. "Override" box
      - a. If the routing number isn't found in the computer system
        - i. Verify the routing number with the bank
        - ii. If the routing number is correct
          1. Click the box
    4. "Account Number" field
      - a. Enter the LO Deposit account number
    5. "Commence Date" field
      - a. This will auto populate with the current date; change if required.
  - f. "Phone" section
    - i. "Phone Type" field
      1. Select the correct telephone type
    - ii. "Country Code" field
      1. This is auto populated
    - iii. "Area Code" field
      1. The area code of the bank's telephone number
    - iv. "Phone Number" field
      1. The telephone number of the bank

- v. "Ext" field
  - 1. The telephone extension of the bank contact
- g. Click "Save" button

9. Set up the default bank account

10. Enter the agent's new Treasurer's ID number in the OK State Treasurer (OST) system

11. Enter the agent's new information in the current "LO Bank List FY 20##"

- a. J:► Accounting ► Banking Secure ► LO Bank Lists ► (Current LO Bank List spreadsheet)

12. Enter the agent's new information in the current "Statement Log-In" list

- a. Laserfische: MSD► Business Operations ► Banking Operations ► LO Bank Statements ► 01 Banking Lists ► 01 Statement Log-In

13. Enter the agent's new information in the current "Reconciled Statements" list

- a. Laserfische: MSD► Business Operations ► Banking Operations ► LO Bank Statements ► 01 Banking Lists ► 02 Reconciled Statements

14. Enter the agent's new information in the current "Corrections Done" list

- a. Laserfische: MSD► Business Operations ► Banking Operations ► LO Bank Statements ► 01 Banking Lists ► 03 Corrections Done

15. Enter the agent's new information in the current "Signature Card" list

- a. Laserfische: MSD► Business Operations ► Banking Operations ► LO Bank Statements ► 01 Banking Lists ► 04 Signature Card

## Closing an Agent or LO Deposit Account

- 1. This is done if the LO Deposit account is being completely closed
  - a. Agent changes banks
  - b. Bank changes accounting number and routing number
- 2. If agent is only changing banks do not cease until the new account is active and running.
  - a. Agent should always have an account to deposit OTC money into
  - b. There is a chance the agent will deposit into the wrong LO Deposit Account
- 3. Fill out the "Close Agent – Account" file maintenance form
  - a. Laserfische: MSD ► Banking Operations ► LO Bank Statements ► 03 Banking Forms ► Maintenance Forms ► 02 Close Agent - Account
- 4. Cease the "LO Dep" account

- a. Do Not Do this until the last deposit for this account has been posted
- b. Go to "Secured Search"
  - i. Enter the agents number
- c. Click on the "LO Dep" account you are closing
- d. Click on the "Attributes" tab
- e. Click on "Edit"
- f. Click on "Cease Date"
- g. Enter the number 0
- h. Tab
- i. Click "Save"

5. Mark the agent's account closed in the "LO Bank List FY 20##"
  - a. J:> Accounting ► Banking Secure ► LO Bank Lists ► (Current LO Bank List spreadsheet)
6. Mark the agent's account closed in the "Statement Log-In" list
  - a. Laserfische: MSD► Business Operations ► Banking Operations ► LO Bank Statements ► 01 Banking Lists ► 01 Statement Log-In
7. Mark the agent's account closed in the "Reconciled Statements" list
  - a. Laserfische: MSD► Business Operations ► Banking Operations ► LO Bank Statements ► 01 Banking Lists ► 02 Reconciled Statements
8. Mark the agent's account closed in the "Corrections Done" list
  - a. Laserfische: MSD► Business Operations ► Banking Operations ► LO Bank Statements ► 01 Banking Lists ► 03 Corrections Done
9. Mark the agent's account closed in the "Signature Card" list
  - a. Laserfische: MSD► Business Operations ► Banking Operations ► LO Bank Statements ► 01 Banking Lists ► 04 Signature Card
10. Enter the agent in the "Closed Agents" list
  - a. Laserfische: MSD► Business Operations ► Banking Operations ► LO Bank Statements ► 01 Banking Lists ► 05 Close Agent - Accounts

**\*\*\*NOTE – Not done for 2 months after the account has been ceased**

9. Wait for the next bank statement to verify the actual amount left in the account
10. Credit the "Base Debit (s)" back to the LO Deposit Account
  - a. Once the "Base Debit" is credited back to "LO Deb" the balance should be equal to the bank's balance on the last statement
    - i. If the account balance does not equal the bank balance
      1. Find the error
      2. Correct the error
  - b. Determine if the account is a "Legacy Account" or a "OneLink Account" and follow the instructions for the correct type of account
    - i. **Legacy Account** – if account was opened before March 15<sup>th</sup>, 2015



1. Bring up the LO Account page for the agent
2. Click on the "LO Deposit" account
3. Click on the current semi-monthly period.
  - a. If there is no current period
    - i. Click "Period Maintenance"
    - ii. Click the "Valid" in the "Status" Column
    - iii. Mark the "Override" box
    - iv. Click "Save" button
    - v. Close the "Period Maintenance" on the Navigational Panel
4. Click on the current semi-monthly period
5. Make a Credit adjustment for \$5000.00 in the LO Account
  - a. Enter Date (current)
  - b. Enter Amount
  - c. Enter Reason
    - i. Agent / Bank Account Closure
    - d. Enter either Agent Closure or Bank Closure in the "Note Field"
    - e. Click Save
- ii. In the LO Liability account
  1. Click on the Agent's name on the Navigational Panel
  2. Click on the LO Liability account number
  3. Click on the current semi-monthly period.
  4. If there is no current period
    - a. Click "Period Maintenance"
    - b. Click the "Valid" in the "Status" Column
    - c. Mark the "Override" box
    - d. Click "Save" button
    - e. Close the "Period Maintenance" on the Navigational Panel
    - f. Click on the current semi-monthly period
- iii. Make a Debit adjustment for \$5000.00 in the LO Account
  1. Enter Date (current)
  2. Enter Amount
  3. Enter Reason
    - a. Other
  4. Note field – enter one of the 2 notes below
    - a. "Agent closure. Reverse of Base Debit"
    - b. "# bank account closure. Reverse of Base Debit"
      - i. # is the LO Dep account code
      - ii. (E.g. account A, account B, etc.)
- iv. **OneLink Account** – if account was opened on / after March 16<sup>th</sup>, 2015
  1. Bring up the LO Account page for the agent
  2. Click on the "LO Liability" account
  3. Click on the earliest semi-monthly period.
    - a. The Base Debits should be equal to \$5000.00 and may be in more than one period

- b. Click on each “Base Debit” hyperlink.(You must reverse all “Base Debit” hyperlinks.)
  - i. Click the “Reverse” header hyperlink
  - ii. Click the “Confirm” button
  - iii. Mark the “Override” box
  - iv. Click “Save” button
- c. Change the “Minimum Withdraw” to 0.00
  - i. Bring up the “LO Account” page
  - ii. Click on the “LO Deposit” account number
    - 1. Click on the “Registration” sub-tab
    - 2. Make sure you are on the “**Account**” sub-tab
    - 3. Click on the “Edit” hyperlink on the right side of the page
      - a. “Minimum Bank Balance should be 0.00”
      - b. Change the “Minimum Withdraw Amount” to 0.00
      - c. Change the “Deposit Review Amount” to 0.00
      - d. Click the “Save” button

**\*\*\*NOTE – Not done until after 3-4 working days after the final withdrawal**

- 11. Remove the account from the “Default Bank” for the agent
  - a. Done only after it has been verified all money has been withdrawn from the OTC bank account.
  - b. Go to the “LO Account” screen
    - i. Note the last 4 numbers of the account number that is being closed
  - c. Click on the “Bank” sub-tab
    - 1. Click on the “Bank Account Number” that is being closed
    - 2. Click on the “Cease” link in the Attributes section
    - 3. Click on Okay
- 12. Enter the final withdrawal information in the “Closed Agent” spreadsheet
  - a. Laserfische: MSD ► Banking Operations ► LO Bank Statements ► 01 Banking Lists ► 05 Closed Agent - Accounts
- 13. Send a letter to bank officially closing the account
  - a. Laserfische: MSD ► Banking Operations ► LO Bank Statements ► 04 Banking Letters ► Bank Letters ► Closed Account
- 14. Stop the agent in the Oklahoma State Treasurer System.
- 15. Add copy of closing letter and the printout showing the OST had been ceased to the agents physical file
- 16. File under “Closed Agents”
- 17. Check spreadsheet periodically to find out if the agent is completely closed
  - a. This can take up to years
  - b. Update the Closed Agent spreadsheet



- i. Listing the date that closing the agent is completed

## General Banking: Step by Step

### Setting Up Reports in OneLink For LO Banking

1. Go to the “Reports” manager
  - a. Click on “My Subscriptions”
    - i. This is a personal list of reports on OneLink
  - b. Click on the “Add Subscription” hyperlink on the top right-hand side
    - i. This will bring up a list of all the reports on OneLink
  - c. Enter the name of the report in the filter bar
  - d. Click on the “Subscribe” hyperlink
    - i. Now the report will be listed in the “My Subscriptions” page

Report	Category	Ran	What it shows
LO Sweep List Preview	Banking	Daily Before 8:15 a.m.	Shows what amounts are going to be withdrawn from each Agents account based on their AD's
Bank Statement Balancing Report	Banking	As Needed	Shows the withdrawals, deposits and adjustments in an Agents LO Deposit account for statement balancing.
LO Adjustment Cube	Banking	As Needed	Adjustments made on the LO Dep and the LO Lia accounts for one Agent in a chosen time period.
LO Deposit Summary	Banking	As Needed	Shows all deposits posted on OneLink for one Agent in a chosen time period. Total Deposit only
Deposits List	LO	As Needed	Shows all deposits posted on OneLink for one Agent in a chosen time period. Deposit is broken down into fields
Payment Reversal Report	Payment	As Needed	Shows what sweeps were reversed from the banks
Driver's License Summary	Return	As Needed	Shows the daily amounts for DPS (Report is always 3 days behind)
Credit Card File vs. Credit Card Payments	System	As Needed	The difference between what the agent posted as OK.Gov credit card receipts and what the agent actually ran on OK.Gov

### Stop Sweep Flags

“Stop Sweep Flag” is used to stop the computer from withdrawing money from the agent’s LO Deposit account.

There are a variety of reasons that an agent would have a “Stop Sweep Flag” on their account, including an unreasonable deposit amount that cannot be explained, an overdraft, too many NSF checks, too many negative corrections, duplicate posting of a deposit or a bank mixing up the LO fee deposit and the OTC deposit.

A "Stop Sweep Flag" does not stop the agent from making deposits to this account or posting AD's nor does it stop LO Banking from making corrections to the account.

1. To create a "Stop Sweep Flag"
  - a. Bring up the agent's "Account" screen.
  - b. Click on the "LO Deposit" account number
    - i. Click on the "CRM" tab
    - ii. Click on the "Indicators" sub-tab
    - iii. Click the "Add" header hyperlink
    - iv. Click on the "Stop LO Sweep" link
    - v. Write a note explaining in detail the reason for the "Stop Sweep Flag"
  - c. Click "Save" button
2. To remove a "Stop Sweep Flag"
  - a. Bring up the agent's "Account" screen.
  - b. Click on the "LO Deposit" account number
    - i. Click on the "CRM" tab
    - ii. Click on the "Indicators" sub-tab
    - iii. Click on the "Stop LO Sweep" hyperlink that you want to remove.
    - iv. Click on the "Change" link
    - v. Write a note explaining in detail the reason for removing "Stop Sweep Flag"
  - c. Click "Save" button

## Correction Requests from Agents

If an Agent wants a correction done **they must** send a message through OneLink.

Agents must make any corrections they are capable of doing.

1. There is a list of answers for email or the OneLink Messaging system
  - a. Laserfische: MSD ► Business Operations ► Banking Operations ► LO Bank Statements ► 03 Bank Forms ► 03 Answers for FAQ and Notifications
  - b. The correct answer may not always be available on the list so you may have to improvise or take answers from different parts of different answers.
2. If an Agent calls on the telephone for a correction
  - a. Discuss the correction with them
    - i. If the agent can correct the error
      1. Tell the agent how to correct the error
        - a. Reverse the original AD and re-enter the AD correctly
        - b. Enter another AD for the difference between the original AD and the amount deposited.
      - ii. If the correction is less than \$5.00
        1. Advise the agent that LO Banking will make the correction when the statement corrections are done.
      - iii. If the correction is more than \$5.00
        1. Advise the agent that they must send a message thru OneLink with the correct information.
  3. Check the "My Work" manager periodically for any messages
    - a. If it is an error the agent can correct (credit corrections)
      - i. Advise the agent that they can correct the error



- b. There is a list of notification friendly answers (they fit in the notification reply section)
- c. Click on "Get Next Task" or Click on the "Message"
  - i. Read the message
- d. Verify that the LO has sent you the correct information in the message
  - i. Bring up the agency
  - ii. Go into the LO "Dep Account"
    - 1. Go to the correct period for the work date
    - 2. Make sure the posted amount is what was listed in the message
- e. Is a correction warranted / needed?
  - i. No, a correction does not need to be done
    - 1. Reply to LO's message stating why a correction should not/cannot be done.
  - ii. Yes, a correction needs to be done
    - 1. Correction is for an AD in the current period
      - a. Click into the period
      - b. Click on "I Want To" button on the "Period" manager
      - c. Click on "Deposit Adjustment"
      - d. Enter the amount of the adjustment
        - i. Short = positive = 0.00
      - e. Note field
        - i. Use the right correction template
        - ii. Laserfische: MSD ► Business Operations ► Banking Operations ► LO Bank Statements ► 03 Bank Forms ► 01 Correction Posting Template
      - f. Click on the circle for the deposit being adjusted
      - g. Click Save
    - 2. Correction is for an AD in a previous period
      - a. Click into the current period
      - b. Click on "I Want To" button on the "Period" manager
      - c. Correction
        - i. Click "Debit Deposit Adjustment"
        - ii. All Credit corrections should be made by the LO
      - d. Enter the work date of the AD
      - e. Enter the amount of the correction
        - i. Debit adjustment is a positive amount
      - f. Enter the type of correction in the drop down box
        - i. Choose "Agent Correction"
      - g. Note field
        - i. Use the right correction template
        - ii. Laserfische: MSD ► Business Operations ► Banking Operations ► LO Bank Statements ► 03 Bank Forms ► 01 Correction Posting Template

## The Morning Sweep

The Morning Sweep is when OneLink goes through each of the agents' LO Dep's files and calculate what money should be removed from the each of the agents' OTC accounts. Those amounts are transferred to the Oklahoma State Treasury (OST) program which does an electronic withdrawal from those accounts and deposits the money into main OTC bank account.

LO Banking checks the morning sweep amounts to try and catch anything that is incorrect so that the accounts don't go into overdraft.

### **Banking must be done before 8:15 a.m. because that is when Morning Sweep is ran.**

1. Run a "LO Sweep List Preview" report
2. Sort the LO Agents
  - a. Click once on the "Agents" column header
3. Filter the report
  - a. On the green filter box
  - b. Enter "Balance<-30000.00"
4. Check the report for any abnormal or unexplainable withdrawal amounts
  - a. Things to keep in mind
    - i. Agencies
      1. Agencies in smaller areas usually have smaller deposits
      2. There are always exceptions to the rules
    - ii. Dates
      1. Mondays – numbers will be higher because all deposits and adjustments in the system will be swept
      2. Tuesdays – the list will be very short because it will only contain the deposits posted on Monday
      3. Amounts will be higher on normal paydays (the 1<sup>st</sup>, the 15<sup>th</sup> and the last day of the month)
      4. Amounts are higher during the holiday seasons and graduation seasons
    - iii. Large jobs
      1. If an agent takes in a large job that cannot be done in one day they will deposit the entire payment in the OTC account.
  5. Verify the reason for the abnormal amounts
    - a. Look at the amounts that make up the odd sweep amount
      - i. Click on the agent number with the large number
      - ii. Click on the "Period(s)" the amounts are in
        1. This may be in more than one period
      - iii. Open the AD's for the deposits being swept
      - iv. Is there an explanation for the large amounts
        1. Yes
          - a. There could be something listed in the "Note" field
          - b. The agent may do prorate
          - c. Go back to the LO Sweep List Preview"

- d. Continue checking sweep amounts until done
- 2. No
  - a. Check the "Work Done" report
  - v. Click on the agent's name
  - vi. Click "I Want To" button on the bottom right side of the page
  - vii. Click on "Work Done Report"
  - viii. Click on "Prior Days"
    - 1. Date Begin
      - a. Enter the date you want to check
    - 2. Date End
      - a. Enter the date you want to check
    - 3. Click on the "General" tab
      - a. This is where the deposits are listed
    - 4. Click on the "Generate" button
  - ix. Do the AD(s) add up to the same or close to the same amount as the "Total Due to OTC"
    - 1. Yes
      - a. Go back to the LO Sweep List Preview"
      - b. Continue checking sweep amounts until done
    - 2. No
      - a. Place a "Stop Sweep Flag" on the account
      - b. Go back to the LO Sweep List Preview"
      - c. Continue checking sweep amounts until done

#### **Later in the Day:**

- 6. Call the agent with a "Stop Sweep Flag" to find out about the odd deposits
  - a. If there is an explanation for the odd AD
    - i. Remove the "Stop Sweep Flag"
  - b. If there was an error made posting the AD
    - i. Have the agent reverse the AD and repost it correctly
    - ii. Remove the "Stop Sweep Flag"
- 7. If the "Stop Sweep Flag" cannot be removed
- 8. Notify supervisors

## **LOGGING-IN MAIL: STEP BY STEP**

### **Bank Statements**

- 1. Bank Statements
  - a. Every month LO Banking will get a bank statement for the previous month.
  - b. LO Banking will get one bank statement for each LO Deposit account
    - i. Bank statements may or may not be received if the agency has no transactions.
    - ii. Bank statements are required until the LO Deposit account is completely closed.
  - c. Bank Statements will arrive in multiple days
    - i. Statements will be checked in when they have been received
- 2. Scan in the Bank Statements

- a. Discard anything that isn't a bank statement
    - i. I.e. envelopes, flyers, bank balancing guides
  - b. Set in a pile offsetting the statements
  - c. Scan the statements into the "LO BK STMTS" folder
3. Rename the bank statements
  - a. The scanned in statements can be found in Laserfische
  - b. Laserfische: MSD ► Business Operations ► Banking Operations ► LO Bank Statements ► FY ## ► yyyy-mm
    - i. ## – last two digits of the current fiscal year
    - ii. yyyy-mm – year and month the item was scanned
  - c. Open the current "LO Bank List"
    - i. Press Ctrl + F, for the "Find" screen
      1. Move "Find" screen to the top right corner of the screen
  - d. Open a scanned file
    - i. It usually best to start at the top of the list or the bottom of the list of scanned files
  - e. Find the agent number is for this bank statement
    - i. Enter the bank account from the bank statement in the "Find What" field
    - ii. Click "Find Next"
      1. If the agent number is not found
        - a. Make sure it is the bank account number and not a customer number
        - b. See if the account is listed in a previous LO Bank List
  - f. Close the file and change the file name
    - i. Folder name will be #####-A State mm-yy
      1. ##### -- Agent number
      2. A – Agent Code
      3. Mm-yy – is the 2 digit month and year
  - g. Continue until all files are renamed
4. Check in the bank statements
  - a. Open the current Bank Statement Log-In workbook
  - b. Laserfische: MSD ► Business Operations ► Banking Operations ► LO Bank Statements ► 01 Bank Lists ► 01 Statement Log In
  - c. Find the row for the Agent number written on the bank statement.
  - d. Find the Month cell that the bank statement is for
    - i. Enter "1" in the cell
  - e. Continue for the rest of the bank statements
5. Move each of the scanned files to the correct agent folder in the correct year and month
6. Verify that all statements have been received.
  - a. On Monday of the 3rd week of the month.
    - i. Check the "Bank Statement Log-In" list
    - ii. Make a note of all the statements that have not been received
      1. Using the "Sticky Notes" on the computer works best.
    - iii. Double check that the statements have not missed being checked in.
      1. Remove any statements from your list that have been found
    - iv. Check to see if the statement missing is for a closed agent

1. If so, remove from the missing statement list
- b. Call the bank for bank statement that hasn't been received by banking.
  - i. Do this on the last part of the 3<sup>rd</sup> week
  - ii. Have the bank fax or mail the bank statements
  - iii. Do not have the bank send the statement **via security e-mail**.
    1. It can be done but is seriously difficult.
  - iv. Make a note for each statement
    1. List agent
    2. List bank
    3. List the bank's telephone number
    4. List account number
    5. Keep notes about when you talked to the bank
    6. Who you talked to
    7. What is happening?
      - a. E.g. Hannah is mailing statement today 2-14-16
  - v. Once statement has been received and logged in, shred the note.

### Notice of "Redeposited Item"

1. Received from banks notifying LO Banking that a check has been redeposited. This notifies LO Banking the check was NSF the first time it went through and is being ran a second time.
  - a. Shred
2. Bank Account Analysis report from the bank
  - a. This is report from the bank letting LO Banking know how many deposits there were and how many withdrawals there were in the "LO Dep" account.
  - b. Shred – all this information is on the bank statements.

### NSF Notices with Substitute Checks

1. NSF checks that have been sent to us from the bank
  - a. These are the notices that have substitute NSF checks attached to them.
  - b. Scan to the LO Bank Statement folder in Laserfische
  - c. On the original
    - i. In the blank area to the left of the check
      1. Write "LO: #####-A"
        - a. ##### - is the agent number
        - b. A is the letter code
      2. Write "Rec'd:" mm-dd-yy
        - a. This is date LO Banking received the NSF Check
      3. Initial the note
    - d. Give originals NSF Checks to the Returned Check section
    - e. In Laserfische
      - i. Rename the file
        1. #####-A NSF \$\$.### mm-dd-yy
          - a. #####-A – agent number and code
          - b. \$\$.### – amount of the returned check w/no symbol
            - i. 123.45
          - c. Mm-dd-yy – date of the returned check notice
        - ii. Transfer file to the correct folder

## Bank Correction Notices

1. Notifications from the banks that they have had to make a correction to the OTC account.
  - a. Scan to the LO Bank Statement folder in Laserfische
    - i. Look up the account number on the "LO Bank List"
    - ii. Rename the file
      1. #####-A Credit \$\$.## mm-dd-yy
      2. #####-A Credit \$\$.## mm-dd-yy
    - iii. Continue until you have marked all the notices
    - iv. Transfer file to the correct folder
  - b. Original can be shredded with the rest of the monthly papers for that month

## Late Deposit Faxes from Agents

1. If an agent has a late deposit or a "Deposit Not In Bank"
  - a. The money needs to be transferred or deposited into the OTC account as soon as possible
  - b. Agent's Error – Penalty
    - i. Fax to LO Banking – 405-522-0971
    - ii. Should include
      1. Stamped Deposit Slip
      2. Original Deposit Slip
  - c. Bank's Error – No Penalty if the bank admits fault
    - i. Fax to LO Banking – 405-522-0971
    - ii. A letter on bank letterhead containing:
      1. The amount of the deposit
      2. The original deposit date
      3. The transfer date
      4. It has to state it was the bank's error
2. Scan the fax to LO BK STMTS
3. Rename the file
  - a. #####-A LT DEP \$\$.## mm-dd-yy
4. Transfer file to the correct folder

## BALANCING BANK STATEMENTS: STEP BY STEP

**NOTE:** When balancing always cut and paste any amounts you can in order to minimize typing errors.

### Setting up the Bank Balancing Sheet

1. Download the Bank Balancing Sheet
  - a. Laserfische: MSD ► Business Operations ► Banking Operations ► LO Bank Statements ► 03 Bank Forms ► 02 Bank Balancing Sheet
2. The Bank Balancing Sheet has 3 sections
  - a. Top Section – where the OTC balance is calculated
  - b. Middle Section – where all of the differences are recorded and the OTC amount is compared to the bank's total

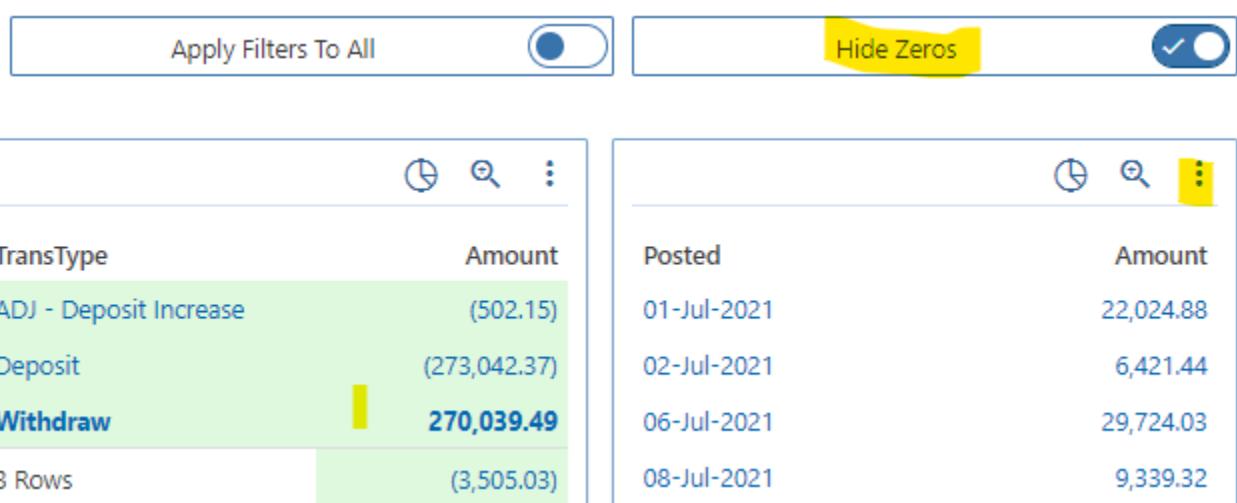


- c. Bottom Section – where the posted dates and AD's are matched to the banks dates and deposit amounts
- 3. Update the Bank Balancing Sheet
  - a. Enter your name in the space next to the left of "Prepared By"
  - b. Monthly
    - i. Change the date at the top of the form
      - 1. Last day of the month that is being balanced
      - 2. E.g. mm-dd-yyyy (month can be one digit)
    - ii. Change the tab at the bottom of the spreadsheet
      - 1. Month and year being balanced
      - 2. E.g. mm-yy (use the 2 digit month)
  - c. Save 2 separate copies in your files
    - i. Working copy
      - 1. This is the copy used each time you balance a statement.
    - ii. An updated but empty copy
      - 1. This should always be a blank form.
      - 2. It is a backup in case the working copy is saved as "Working Copy" with agent information on it.
- 4. Daily (when balancing)
  - i. On the "Working Copy"
    - 1. Change the date next to your name to the current date.
    - 2. Save
- 5. Run a Bank Statement Balancing Report
  - a. Click on "Generate" on the line with Bank Statement Balancing
  - b. Enter the first day of the month you are balancing
  - c. Enter the last day of the month you are balancing
  - d. Enter the agent number you are balancing
  - e. Either click enter to run the report
    - i. This must be done while your cursor is in the agent number field
    - ii. Or click on "Generate" hyperlink on the top right hand side of the page
  - f. If the report is for an agent who has two different bank accounts at this time (E.g. 1234A and 1234B)
    - i. Click on the Treasurer ID for the account being balanced

Treasurer Id	Amount
██████████ A	0.00
██████████ B	(3,505.03)
2 Rows	(3,505.03)

## Balancing the Bank Statement

1. Open the agent's "Balancing Sheet" for the previous month
2. Open the bank statement for the month you are balancing
3. Setup the "Balancing Sheet"
  - a. Top Section
    - i. Copy and paste the agent's number and name from the previous month to the "Agent#" and "Agent Name" fields in the current balancing sheet
    - ii. Copy and paste the "Ending Book Balance" from the previous month to the "Ending Balance" field in the current balancing sheet
    - iii. Enter the Deposits amount, the Withdrawal amount and all the ADJ amounts from the Bank Statement Balancing report
    - iv. If this is the first time this agent is being balanced add
      1. Liability Credit New Account
      2. Base Withdrawal
  - b. Bottom Section
    - i. Copy and paste any "Deposits Not In Bank" from the previous balancing sheet to the top of lists of deposits in the current sheet
    - ii. Copy and paste the withdrawals and withdrawal dates on the "Balancing Sheet"
      1. On the "Bank Statement Balancing" report
        - a. Click on the word "Withdraw"
        - b. Click on "Hide Zeros" switch
        - c. Click on the 3 dots on the last box
        - d. Click on Spreadsheet



The screenshot shows two tables side-by-side. The left table is titled 'Bank Statement Balancing' and the right table is titled 'Bank Statement'.

**Bank Statement Balancing Table:**

TransType	Amount
ADJ - Deposit Increase	(502.15)
Deposit	(273,042.37)
<b>Withdraw</b>	<b>270,039.49</b>
3 Rows	(3,505.03)

**Bank Statement Table:**

Posted	Amount
01-Jul-2021	22,024.88
02-Jul-2021	6,421.44
06-Jul-2021	29,724.03
08-Jul-2021	9,339.32

- e. Click the box on the bottom left of the screen to open the spreadsheet



- f. Copy and paste all the withdrawal dates and amounts to the balancing sheet
  - iii. Copy and paste the deposit amounts to the “Balancing Sheet”
    - 1. Go back to the “Bank Statement Balancing” report
      - a. Click on the actual deposit amount
        - i. This will bring up a detail list of the deposits
      - b. Click on the column header “Effect”
        - i. This puts all the deposits in date order
      - c. Click on the 3 dots
      - d. Click on Spreadsheet
      - e. Open the spreadsheet the same as for withdrawals
      - f. Remove any lines where the deposit amount is 0
      - g. Copy and paste all the deposit dates and amounts to the balancing sheet
        - i. The columns listed Effect and Amount
        - ii. Post these to the right of the “Bank Deposit Date” column
      - h. Change the deposits to a positive amount
        - i. In the “Bank Deposit” column enter a -1
        - ii. Copy the -1
        - iii. Highlight the deposits in the amount column
        - iv. Right click the mouse
        - v. Click on “Paste Special”
        - vi. Click on Multiply
  - c. Middle Section Part 1
    - i. Copy and paste any corrections that weren’t done from the previous month.
    - ii. Take the “Ending Balance” from the bank statement and enter it in cell next to “Ending Bank Balance” on the balance sheet
    - iii. Check for any “Withdrawals in Transit”
      - 1. It is possible that there is more than one “Withdrawal in Transit”
        - a. This usually happens for 3 day agents
      - 2. Find the last withdrawal listed on the bank statement
      - 3. Look at the last withdrawal on the “Balancing Sheet”
        - a. If the date of the last withdrawal listed on the balancing sheet comes after the date of the last withdrawal on the bank statement, it is a “Withdrawal in Transit”
        - b. Copy and paste the last withdrawal listed on the balancing sheet on the first gray line on the middle section of the balancing sheet on the banking side (the right).
        - c. Change the amount to a negative amount
        - d. Enter the date of that withdrawal



e. On the drop down center column choose “Withdrawal in Transit”

4. Balancing withdrawals

- Take the “Withdraw” amount from the top of the balancing sheet
- Add any withdrawal amounts listed on the bank statement that are not listed in the OneLink withdrawal list.
  - This will usually be the first withdrawal on the bank statement
- This is usually on the previous balancing sheet as a WIT
- Subtract any “WIT” (if there are any)
- Add any miscellaneous withdrawals on the bank statement
  - NSF Checks
  - Deposit Corrections
  - Check Order Charges
- The amount should be the same as the “Total Debits” on the bank statement

5. Balancing the deposits

- Go through the deposits on the bank statement one by one
- Match each deposit on the bank statement to a corresponding AD listed on the balancing sheet
  - All deposits on the bank statement should be listed on the “Balancing Sheet”
- Enter the date the bank posted the deposit in the column labelled “Bank Deposit Date”
- Enter the amount posted by the bank in the column labelled “Bank Deposits”
  - There should be 1 AD for each deposit (this doesn’t always happen)
  - If there are 2 deposits on the bank statement that add up to a single AD, the 2<sup>nd</sup> amount should be listed on a separate line

Bank Deposit					
Date	Effect	Amount	Bank Deposits	Diff	Days
				0.00	0
7/21/2021	7/20/2021	3,742.56	3,700.00	(42.56)	1
7/21/2021	7/21/2021		42.56	42.56	0
				0.00	0

- If an agent uses ATM 1 for credit cards they should usually have at least 2 AD's each day
- Usually ATM 1 deposits should go with ATM 1 AD's and OTC deposits should go with OTC AD's
  - There will be times when the two are added together
- The total credit amount on the bank statement should be equal to the total at the bottom of the “Bank Deposits” less any deposits listed from the previous month

6. Middle Section Part 2

- Enter any corrections from the bottom of the sheet to the correct side on the middle part of the sheet.
  - Always use the work date for the correction if available



- ii. Only "Deposits Not in Bank" will be listed on the right side of the sheet
- iii. Everything else is on the left side of the sheet.

.7	1/31/2021	Ending Book Balance	\$98,872.27		1/31/2021	Ending Bank Balance	\$100,780.50
.8							
.9	12/29/20	AD CORRECTION	0.05	3-4 SE	1/29/21	WITHDRAWAL IN TRANSIT	(5,937.25)
.0	1/7/21	NSF CHECK	(183.50)	3-4 SE	1/29/21	DEPOSIT NOT IN BANK	3,609.02
.1	1/11/21	NSF CHECK	(176.55)	3-4 SE			
.2	1/29/21	NSF CHECK	(60.00)	3-4 SE			
.3							
.4							
.5							
.6							
.7							
.8							
.9	<b>1/31/2021</b>	<b>Ending Adjusted Balance</b>	<b>\$98,452.27</b>		<b>1/31/2021</b>	<b>Ending Adjusted Balance</b>	<b>\$98,452.27</b>
10				\$0.00			

- b. More lines can be added to the sheet if it is needed
- c. To be balance the amount in the bottom center should be 0.00
- d. If it isn't balanced check the following
  - i. Were all the corrections entered
  - ii. Were all the corrections entered correctly
  - iii. Was a duplicate posting missed
  - iv. Was a correction listed that was already corrected in this month
  - v. Make sure filled in the top of sheet correctly
    - 1. Is there a WIT that was missed
    - 2. Negative amounts are in parenthesis
  - vi. Is the amount divisible by 3
    - 1. That means there is a number transposition
      - a. \$37.00 entered as \$73.00
  - vii. Was there a correction that was missed last month
  - viii. Was there an error on one of the corrections from last month
  - ix. Were there any "Not In Banks" or "Deposit Not Posted" from the previous month that didn't clear or were off.
- e. If it still won't balance
  - i. Set it aside and take a break from it
  - ii. Have someone else look at it

## Analyzing Late Deposits

1. Analyzing late deposits
  - a. Most agents have 1 business day to take their deposits to the bank.
    - i. The exception is the agents who have 3 days.
      1. These agents do not have a bank or bank branch in the same town as their agency
  - b. Calculating the days

- i. The date the bank posted the deposit – the work date = number of days
  - 1. E.g. 8-23-21 (Bank Date) 8-19-21 (work date) = 23 – 19 = 4 days
- ii. However, Saturdays, Sundays, Holidays and snow days (when the OTC building is closed) do not count
  - 1. 8-21-21 and 8-22-21 are Saturday and Sunday so
  - 2. 4 days – 2 days (for the weekend) = 2 days
  - 3. That means this deposit is late unless this is a 3 Day Agent.
- c. Penalties
  - i. Days  $\leq$  5; Penalty is 1% of the late amount of the deposit
  - ii. Days  $>$  5; Penalty is 3% of the late amount of the deposit
- d. On the balancing sheet
  - i. There is a formula in the days column to calculate how many days there are between the work date and the date the bank posted the deposit
    - 1. The number of days need to be adjusted
    - 2. It does not take into consideration Saturdays, Sundays and Holidays.
    - 3. It also doesn't make any difference that the agent has 3 days to make their deposits.

Bank Deposit		Effect	Amount	Bank Deposits	Diff	Days	Penalty	Penalty Amount and Notes
Date								
8/6/2021	8/5/2021				0.00	1		
8/9/2021	8/6/2021				0.00	3		
8/10/2021	8/9/2021				0.00	1		
8/12/2021	8/10/2021				0.00	2		
8/18/2021	8/11/2021				0.00	7		

- e. Go down the "Days" column
  - i. If the number listed is  $>1$ 
    - 1. Is the agent a 3 day agent
      - a. Yes – don't worry about any numbers that are 3 days or less
      - b. No – Calculate for penalties
    - 2. Check to see if there is a reason to subtract any days.
      - a. Yes – using the picture above
        - i. Change the number in the date column to the correct number of days.
        - ii. E.g. 8-9-21 (bank date) 8-6-21 (work date) = 3 days
          - 1. It is a weekend so 2 is subtracted for Saturday and Sunday
          - 2. Correct number is 1 day
        - iii. No penalty
      - b. Yes, but the number of days are greater than 1
        - i. E.g. 8-18-21 (bank date) 8-11-21 (work date) = 7 days
          - 1. There is a weekend so 2 is subtracted from the total days

- 2. Correct number of days = 5
  - ii. This would be a 3% penalty
  - c. No – using the picture above
    - i. E.g. 8-12-21 (bank date) 8-10-21 (work date) = 2
    - ii. This would be a 1% penalty
- f. Calculating Penalties
  - i. Penalties are charged on the amount of the deposit that was late.
    - 1. This can be part of the deposit or the whole deposit
  - ii. In the “Penalty” column
    - 1. Enter “X” #% -- where # is the percentage of penalty
  - iii. In the “Penalty Amount and Notes” column
    - 1. Enter the amount of penalty due
  - iv. Penalties can be charged on a partial part of the deposit
    - 1. Agent posted \$5000.00 on the 1<sup>st</sup>; Agent deposited for \$3000.00 on the 2<sup>nd</sup> and deposited \$2000.00 on the 4<sup>th</sup> (no weekends or holidays)
    - 2. Agent will pay penalty on the \$2000.00 because this was the only part that was late.
    - 3. The posting on the balancing sheet is changed to reflect the late deposit of \$2000.00

Bank Deposit	Date	Effect	Amount	Bank Deposits	Diff	Days	Penalty	Penalty Amount and Notes
	8/2/2021	8/1/2021	5,000.00	3,000.00	(2,000.00)	1		
	8/4/2021	8/1/2021		2,000.00	2,000.00	3	X1%	\$20.00

## ENTERING CORRECTIONS FROM BANK STATEMENTS

### **DO NOT ENTER CORRECTIONS UNTIL 8:15 A.M. AFTER THE 15<sup>TH</sup> OF THE MONTH**

Before the 15<sup>th</sup>, agents can still make corrections to the last half of the month that is being balanced. This can lead to corrections being duplicated or being made unnecessarily. Corrections are done after the morning sweep so if there is time to catch and correct any errors made while doing corrections.

1. Check the Bank Balancing Sheet to verify the corrections
  - a. Verify any corrections that are not understandable with the person who balanced the bank statement
  - b. If the corrections don't seem correct return the statement to the person who balanced it for corrections with notes explaining what you found wrong.
2. Enter the Corrections into OneLink
  - a. Sign into the LO Account
  - b. Click on the LO Dep Account
  - c. Check to see if items marked “Deposits Not Posted” have been posted
    - i. Look at semi-monthly period for deposit work date
    - ii. If the deposit has been posted

1. Write the date the deposit was posted and AGT in the blank column to the right of the deposit amount.
2. E.g. 7-15 AGT

- d. Check to see any of the correction(s) has been done
  - i. Look at semi-monthly periods from the work date thru the current semi-monthly period
    1. If the correction is a credit it may just be posted as a regular deposit
  - ii. If the correction has been done
    1. Write the date the correction was done and your initials in the blank column to the right of the columns with the corrections listed
    2. E.g. 7-15 KR
- e. Enter any corrections that have not already done
  - i. Click on the current semi-monthly period
  - ii. Click on "I Want To" hyperlink on top right hand corner
  - iii. Positive corrections = Credits
    1. Click "Credit Deposit Adjustment"
    2. Enter work date the correction belongs to
    3. Enter the amount of the correction as a negative number
    4. Choose the type of correction from the drop down menu
      - a. AD Posting Correction – Correcting the amount of an AD in a positive amount
      - b. Agent Correction – Agent requested correction for a positive amount
      - c. Agent/Bank Account Closure – To return the \$5000.00 minimum bank amount from the Liability account to the Deposit account when either a bank account or an agent closes
      - d. ATM 1 AD Correction – Correcting the amount of an AD that was made for ATM 1 in a positive amount
      - e. ATM 1 Not Posted – Entering an AD for an ATM 1 deposit that was not entered by the agent
      - f. Bank Correction – Correcting the amount of an AD in a positive amount based on a correction by the bank
      - g. Collected NSF Check – Entering an NSF check amount that was collected but not entered by the agent
      - h. Correction Error – Correcting an error of an AD correction in a positive amount that was entered previously
      - i. Deposit Not Posted – Entering an AD for an OTC deposit that was not entered by the agent
      - j. Duplicate AD Correction – Correcting the previous removal of a Duplicate AD by a positive amount
      - k. Other – Any correction not covered by this list

- I. Reverse AD Posting Correction – Reverse a negative AD Correction
- m. Reverse Agent Correction – Reverse a negative Agent Correction
- n. Reverse ATM 1 AD Correction – Reverse a negative ATM 1 Correction
- o. Reverse Bank Correction – Reverse a negative Bank Correction
- p. Reverse Bank Fee – Reverse a Bank Fee that was charged to OTC in error
- q. Reverse Check Order Charge – Reverse a Check Order Charged to the OTC account
- r. Reverse Duplicate AD – Reverse the removal of a Duplicate AD
- s. Reverse Not In Bank – Reverse the removal of an AD that was not listed in a bank statement
- t. Reverse NSF Check Charge – Reverse an NSF Check Charge that was charged to the OTC account in error
- u. Reverse NSF Check Fee – Reverse the Fee for an NSF Check that was charged to the OTC account in error

5. Notes

- a. Laserfische: MSD ► Business Operations ► Banking Operations ► LO Bank Statements ► 03 Bank Forms ► 01 Correction Posting Templates
  - i. AD Posting Correction
    - 1. Agent Posted Deposit As: \$
    - 2. Bank Posted Deposit As: \$
  - ii. ATM 1 AD Correction
    - 1. Agent Posted As: \$
    - 2. ATM 1 Deposit: \$
  - iii. Bank Correction
    - 1. Agent Posted Deposit As: \$
    - 2. Bank Posted Deposit As: \$
  - iv. Agent Correction
    - 1. Agent Posted: \$
    - 2. Agent Deposited: \$
  - v. Collected NSF Check
    - 1. Name of taxpayer if available
    - 2. Vehicle information if available
  - vi. Correction Error
    - 1. Correction Posted As: \$
    - 2. Correction Should Be: \$
  - vii. Other
    - 1. Enter any pertinent information about the correction
  - viii. Reverse NSF Charge

1. Taxpayer's name if available
2. Vehicle information if available
- ix. Reverse NSF Fee
  1. Taxpayer's name if available
  2. Vehicle information if available
- iv. Negative Corrections = Debits
  1. Click Debit Deposit Adjustment
  2. Enter the work date the correction belongs to
  3. Enter the correction as a positive number
  4. Choose the type of correction from the drop down menu
    - a. AD Posting Correction – Correcting the amount of an AD in a negative amount
    - b. Agent Correction – Agent requested correction for a negative amount
    - c. Agent/Bank Account Closure – DO NOT USE
    - d. ATM 1 AD Correction – Correcting the amount of an AD that was made for ATM 1 in a negative amount
    - e. ATM 1 Deposit Not In Bank – Adjusting out a deposit that is not listed on the bank statement
    - f. Bank Correction – Correcting the amount of an AD in a negative amount based on a correction by the bank
    - g. Bank Fee – Charging the OTC account for a fee charged by the bank
    - h. Base Withdrawal – The movement of the \$5000.00 minimum balance to the Liability Account
    - i. Check Order Charge – An amount charged to the OTC account for printed deposit slips
    - j. Correction Error – Correcting an error of an Bank, ATM 1 or AD correction in a negative amount that was entered previously
    - k. Deposit Not In Bank – The adjustment down of an AD posted on the OTC account that is not on the bank statement
    - l. Duplicate AD – The adjustment down of an AD that has been posted twice in the deposit account.
    - m. Duplicate AD Correction – Adjusting the amount of a Duplicate AD adjustment in a negative amount.
    - n. NSF Check Charge – A charge against the OTC account for an insufficient check
    - o. NSF Check Fee – A charge against the OTC account for the fee charged by the bank for an NSF Check
    - p. Other – Any negative correction not covered by this list
    - q. Reverse AD Posting Correction – Reverse a positive AD Correction
    - r. Reverse Agent Correction – Reverse a positive Agent Correction

- s. Reverse ATM 1 AD Correction – Reverse a positive ATM 1 Correction
- t. Reverse ATM 1 Not Posted – Reversing an ATM 1 deposit that was not posted in OneLink
- u. Reverse Bank Correction – Reverse a positive Bank Correction
- v. Reverse Not Posted – Reversing a deposit not posted

5. Note

- a. Laserfische: MSD ► Business Operations ► Banking Operations ► LO Bank Statements ► 03 Bank Forms ► 01 Correction Posting Templates
  - i. AD Posting Correction
    - 1. Agent Posted Deposit As: \$
    - 2. Bank Posted Deposit As: \$
  - ii. ATM 1 AD Correction
    - 1. Agent Posted As: \$
    - 2. ATM 1 Deposit: \$
  - iii. Agent Correction
    - 1. Agent Posted: \$
    - 2. Agent Deposited: \$
  - iv. Bank Correction
    - 1. Agent Posted Deposit As: \$
    - 2. Bank Posted Deposit As: \$
  - v. Bank Fee
    - 1. The type of bank fee
      - a. i.e. Duplicate Statement Fee
  - vi. Correction Error
    - 1. Correction Posted As: \$
    - 2. Correction Should Be: \$
  - vii. Duplicate AD
    - 1. AD posted twice on 1-17-17
    - 2. AD posted on 1-17-17 (correct) & 1-25-17
  - viii. Duplicate AD Correction
    - 1. Enter any pertinent information about the correction
  - ix. NSF Check Charge
    - 1. Taxpayer's name
    - 2. Vehicle information if available
  - x. NSF Check Fee
    - 1. Taxpayer's name
    - 2. Vehicle information if available
  - xi. Other
    - 1. Enter any pertinent information about the correction
- 6. After the corrections have been done



- a. Write the date the correction was done and your initials in the blank column to the right of the columns with the corrections listed
- b. E.g. 7-15 JD



## Oklahoma State Treasurer System (OST): STEP BY STEP

### Access to the OST System

Agent's bank accounts have to be entered into the Oklahoma State Treasurer (OST) system. If they are not entered then the sweep cannot be withdrawn from the LO's Depository account.

1. OST
  - a. Contacts:
    - i. OST Help Desk
      1. 405-521-2444 or 1-2444
    - ii. Monica Rubio – Treasury Services Specialist
      1. 405-521-6070 or 1-6070
    - iii. OST Fax Number
      1. 405-521-4176 or 1-4176
  - b. Website:
    - i. [pagy.treasurer.ok.gov/forms/frm servlet](http://pagy.treasurer.ok.gov/forms/frm servlet)

In order to be able to enter agent's bank information into the OST system, you have to be set up with access to the EFT Participant Enrollment and EFT Participant Maintenance Report.

1. Download the OST access forms
  - a. Go to the OST website
    - i. [www.state.ok.us/treasurer](http://www.state.ok.us/treasurer)
      1. From the "Banking" drop down window
        - a. Click "On-Line Access and Banking Forms"
          - i. Forms Needed
            1. Online User Access Form
            2. Attachment G
  2. Fill out the Forms
    - a. Online User Access Form
      - i. Completely fill out the "User Information"
        1. Agency Number is 695
      - ii. User Access Function
        1. EFT Participant Enrollment
          - a. Yes
        2. EFT Participant Maintenance Report
          - a. Yes
      - b. Attachment G
        - i. Completely fill out the "User Information"
        - ii. Participant Enrollment / Maintenance Report
          1. Corporation
            - a. 0740
          2. Application
            - a. 0695
          3. Class

- a. MVL
- 4. Add, Update and Delete Participants
  - a. Yes
- 5. Read Only Participants
  - a. Not
- c. Have the OTC Chief Financial Officer (CFO) sign both forms.

3. Fax the forms to the Treasury Services Coordinator

- a. Monica Rubio
- b. 405-521-4176 or 1-4176

4. The person signed up will receive an e-mail.

- a. This will have your login information.
- b. Sign into the system
  - i. Change your password.
- c. Keep this e-mail

## Opening the OST System

- 1. Bring up the OST system
  - a. As of this moment the OST system will not run on Chrome and must be run on Internet Explorer
  - b. Click on the OST system
  - c. Do you want to run this application?
    - i. Click "Run"
  - d. This version of JAVA is not up to date.
    - i. Click "Run with Current Version"
- 2. Log in to the OST system
  - a. Username
    - i. The username will be issued by OST
  - b. Password
  - c. Database
    - i. Pagy
- 3. Select the green "Run" button beside "Participate Maintenance"
- 4. Select the gray "Detail Maint" button
- 5. OST Participant Maintenance screen
  - a. Used to Add, Modify or Delete participant records
- 6. Icons – from left to right
  - a. Yellow Diskette – Saves changes
  - b. Printer – Prints screen
  - c. Exit Door – Returns to previous screen or logs off when on the main menu
  - d. Scissors – Cut data from a selected field
  - e. Copy Pages – Copies data from a selected field
  - f. Paste Pages – Paste data into a designated field
  - g. Enter Query – Allows user to access a new search
  - h. Execute Query – Displays information requested by inquiry

- i. Cancel Query – Cancel the search
- j. Double Blue Left Arrows – Allows user to move between fields
- k. Single Blue Left Arrow – Allows user to return to a previous field
- l. Single Blue Right Arrow – Allows user to move forward
- m. Double Blue Right Arrows – Allows user to move between fields
- n. Green Plus – Allows user to insert a new record
- o. Red X – Allows user to delete the current record
- p. Lock – Prevents record from being updated by another user

## Entering a New LO in Ost

1. Bringing up the “Participant Entry Screen”
  - a. Click the “Enter Query” button
    - i. The “Yellow Diskette” icon should be highlighted
2. Enter the agent information
  - a. Part Key – Number assigned by OTC (Required)
    - i. E.g. 1111A
  - b. Part Name – Name of the participant (Required)
    - i. E.g. 1111A – OK TAX COMM
  - c. Tran Beg Date – The beginning date for this bank account (Required)
  - d. Bank Tr. – Routing number for the bank (Required)
    - i. Cursor will skip to the next field after the 9<sup>th</sup> digit is entered
    - ii. If invalid
      1. Then you will be alerted on the “message” line.
      2. If routing number has been verified and is correct
        - a. Press “Enter” to override
      3. If the routing number is questionable then back of the system
        - a. Verify the routing number
  - e. Bank Acct No – Account number for the bank account (Required)
    - i. Press “Tab”
  - f. Ach Te – Determines the type of the EFT
    - i. Enter “27”
3. Save the data
  - a. Press the “Yellow Diskette” icon
4. Message Line
  - a. Should display “Transaction complete: 2 records applied and saved”
5. Verify the record was entered correctly
  - a. Back out of the “Participant Entry Screen”
    - i. Press the “Exit Door” icon
    - ii. Select the gray “Detail Maint” button
    - iii. Click the “Enter Query” icon
      1. Enter the complete agent number
        - a. E.g. 1111A

- iv. Click the "Execute Query" icon
  - 1. Record for the agent should appear
- b. Print a copy of the record for the agent
  - i. Click the "Printer" icon
  - ii. Place copy with the rest of the paperwork in the agent's physical file.

## Changing a Routing Number for an Agent in OST

1. On occasion the bank will change **only the routing number for an account**. This does not require the OTC to change the OST ID number.
2. Bring up the "Participant Entry Screen"
  - a. Click the "Enter Query" icon
    - i. Enter the complete agent number
    - ii. E.g. 1111A
  - b. Click the "Execute Query" icon
3. Enter the bank information on the next line down from the original bank information
  - a. Bank Tr. – Enter the new routing number for the bank (Required)
    - i. Cursor will skip to the next field after the 9<sup>th</sup> digit is entered
    - ii. If invalid
      1. Then you will be alerted on the "message" line.
      2. If routing number has been verified and is correct
        - a. Press "Enter" to override
      3. If the routing number is questionable then back of the system
        - a. Verify the routing number
    - b. Bank Acct No – Enter the same account number for the bank account (Required)
      - i. Press "Tab"
    - c. Ach Te – Determines the type of the EFT
      - i. Enter "27"
4. Save the data
  - a. Press the "Yellow Diskette" icon
5. Message Line
  - a. Should display "Transaction complete: 2 records applied and saved"
6. Verify the record was entered correctly
  - a. Back out of the "Participant Entry Screen"
    - i. Press the "Exit Door" icon
    - ii. Select the gray "Detail Maint" button
    - iii. Click the "Enter Query" icon
      1. Enter the complete agent number
      - a. E.g. 1111A

- iv. Click the "Execute Query" icon
  1. Record for the agent should appear
- b. Print a copy of the record for the agent
  - i. Click the "Printer" icon
  - ii. Place copy with the rest of the paperwork in the agent's file.

## Stopping an Agent in OST

1. This is done after the final amount has been withdrawn from the agent's bank account and the balance is 0.00
2. Bring up the "Participant Entry Screen"
  - a. Click the "Enter Query" icon
    - i. Enter the complete agent number
    - ii. E.g. 1111A
  - b. Click the "Execute Query" icon
  - c. Go to the "Part Stop Cycles" field
    - i. Enter 99
  - d. Go to the "Part Stop Reason" field
    - i. Click "Show List"
    - ii. Choose "AR"
  - e. Press the "Yellow Diskette"
    - i. Message line should display "Transaction complete: 1 record applied and saved"
3. This can be reversed
  - a. Click the "Enter Query" icon
    - i. Enter the complete agent number
    - ii. E.g. 1111A
  - b. Click the "Execute Query" icon
  - c. Go to the "Part Stop Cycles" field
    - i. Clear the field
  - d. Go to the "Part Stop Reason" field
    - i. Clear the field
  - e. Press the "Yellow Diskette"
    - i. Message line should display "Transaction complete: 1 record applied and saved"

## Deleting an Agent in OST

**NOTE: LO Banking does not delete a record in OST**

## OK.GOV: STEP BY STEP

### Setting Up a New Agency

1. Agent should have been given the credit card sign-up sheet when they were given their banking papers.
2. Sign in to the OK.Gov Payment System
  - a. [pay.apps.ok.gov/oktax/payment/index.php](http://pay.apps.ok.gov/oktax/payment/index.php)
3. Set up the new agency
  - a. Click on "Set-Up Agency"
  - b. "Tag Agency Number" field
    - i. Enter the tag agency's number
  - c. "Tag Agency Location" field
    - i. Enter the tag agency's name
  - d. "Printer Type" field
    - i. Click on circle for agents printer type
  - e. "Active" field
    - i. Click "Yes" circle
  - f. "Use Encrypted Swiper" field
    - i. All agencies who use OK.Gov will be using encrypted swipers
    - ii. Click "Yes" circle
  - g. Click "Save"
  - h. Browse the agencies below and double check that the new agency has been entered
  - i. Click "Back to Main Menu" button

### Setting Up a New Agent

1. Agent should have been given the credit card sign-up sheet when they were given their banking papers.
2. Sign in to the OK.Gov Payment System
  - a. [pay.apps.ok.gov/oktax/payment/index.php](http://pay.apps.ok.gov/oktax/payment/index.php)
3. Set up the new agent
  - a. Has the agent used OK.Gov previously?
    - i. No, the Agent has never been entered in the system
      1. Click "Search / Add New Users"
      2. Click "Add New User"
      3. "First Name:" field
        - a. Enter the first name of the agent
      4. "Last Name:" field
        - a. Enter the last name of the agent
      5. "Middle Initial:" field
        - a. Enter the middle initial of the agent (if any)

6. "E-Mail:" field
  - a. Enter the agent's e-mail (if there is one)
  - b. This can be a private e-mail address
7. "Work Phone:" field
  - a. This is the telephone number of the agency
8. "Tag Agency:" field
  - a. Drop down menu
  - b. Can type in agent number
9. "Active:" field
  - a. Click the "yes" circle
10. "User Type:" field
  - a. Drop down and click choice
    - i. "Agent Manager"
      1. Licensed operator will always be set up as "Agent Manager"
      2. Has the ability to use every section of the main menu that is needed for agents.
    - ii. "Agent Restricted Used"
      1. Usually only for the clerks of an agency
      2. Can **only** run credit cards
      3. Cannot do refunds or even reprint a receipt
    - iii. "OK.Gov User"
      1. This is for employees of OK.Gov who need to be able to enter the system.
    - iv. "OTC User"
      1. This is for employees of the OTC who have to run credit cards for taxpayers.
    - v. "Super User"
      1. This is for people from MV Accounting and Audit
      2. "Super Users" technically can do anything in the OK.Gov Credit Card Payment System.
      3. Audit has "Super User" status only so they are able to look up any agent's credit card amounts.
  - b. Set up the "Log-In"
11. "Log-In" field
  - a. **All lowercase;** no spaces
  - b. This will be the person's first initial and last name
    - i. If this is already used for someone else
    - ii. Use first initial, middle initial and last name
    - iii. Use first initial, last name and agent number
12. "Password" field
  - a. **All lowercase;** no spaces
  - b. This will always be set to "abcd1234"

- c. The agent will have to change their password the first time they sign in.
- 13. "Re-Enter Password" field
- 14. "Question 1" & "Question 2" fields
  - a. This verifies that the caller is the person who this record belongs to.
  - b. Agent must answer two different questions
- ii. Yes, the Agent has been in system before
  - 1. Click "Search / Add New Users"
    - a. "Last Name:" field
    - b. Enter the last name
  - 2. "Active:" field
    - a. Click on the "Yes" circle
    - b. Click "Search" button
      - i. If nothing comes up
    - c. Redo and click on "No" circle
      - 1. If nothing comes up then treat as if the agent had never been entered into the system
  - 3. Click "Edit"
    - a. "Work Phone:" field
      - i. Change number to new work phone number
    - b. "Tag Agency:" field
      - i. Change to new tag agency
    - c. "Active:" field
      - i. Change to "Yes"
    - d. "User Type:" field
      - i. Click on correct user type
    - e. Click "Save" button
  - 4. The agent can use the same "Log-In" and "Password"

## Closing an Agency

- 1. Sign in to the OK.Gov Payment System
  - a. [pay.apps.ok.gov/oktax/payment/index.php](http://pay.apps.ok.gov/oktax/payment/index.php)
- 2. Closing the agency
  - a. Click on "Set-Up Agencies"
  - b. Scroll down the list of agencies until you find the number for the closing agency
  - c. Click on "Edit"
  - d. Change "Active:" field to "No"
    - i. Click on the "No" circle
  - e. Click "Save"
- 3. This will also set all users from this agency to non-active

## Closing a User Only

1. There are times when LO Banking will be required to remove an individual user from the OK.Gov credit card system.
2. Sign on to the OK.Gov Payment System
  - a. Click "Search / Add New Users"
  - b. "Tag Agency:" field
    - i. Enter / Find the tag agency number in the drop down box
  - c. "Active:" field
    - i. Click on the "Yes" circle
  - d. Click "Search" button
    - i. This will list everyone who is active with this agency
  - e. On the correct name in the list
    - i. Click "Edit"
    - ii. Change "Active:" field
      - i. Click on the "No" button
    - iii. Click "Save"
    - iv. This will return you to "Search / Add New Users"
    - v. Continue doing this as long as there are names listed as "Active"
  - f. Click "Back to Main Menu"

## Looking Up a Credit Card Charge

1. This report is good to find out exactly what was run on the OK.Gov system. We suggest that any agents who utilize the OK.Gov system for credit cards runs a transaction report every day to verify that the receipts on OneLink match the actual credit cards ran. This report will also list the Transaction ID for all credit card charges.
2. Sign on to OK.Gov Payment System
3. Click on Transaction Report
  - a. Click on the circle for report wanted
  - b. Enter the date or dates for the report period
  - c. Using the drop down report select the tag agency the report is for
  - d. Click on "Create Report"
    - i. The system will find the charges for the period requested and list the information for the charge at the bottom of the page

## Refunding a Credit Card Charge

1. Agents can refund a credit card charge only within 24 hours of originally running the charge.

2. Sign on to the OK.Gov Payment System
3. Click on Refund a Transaction
  - a. Using the drop down report select the tag agency that needs the refund.
  - b. Enter the Transaction ID
  - c. Click Search
  - d. The system will find the charge from the information provided and print the information for the charge at the bottom of the page
4. Click on Refund
  - a. The system will then list the exact information on another screen.
  - b. Verify this is the information with the LO
  - c. Click Authorize
    - i. Once the refund has been authorized then it cannot be reversed.
  - d. Remind the agent that they need to reprint the receipt for transaction refunded to give to the customer and prove that the charge has been refunded.

## LO BANK LIST: STEP BY STEP

### Entering a New LO Deposit Account

**The LO Bank List is kept on in a secure file because of the account numbers on the list.** A copy of the list without the account or routing number is kept in the regular banking file for the field auditors. Both files need to be kept current.

1. This spreadsheet is used for the fiscal year.
  - a. Fiscal year is from July 1<sup>st</sup> of one year thru June 30<sup>th</sup> of the next year.
  - b. At the beginning of every fiscal year we create a new spreadsheet for the new fiscal year.
  - c. All banking information is supposed to be for the branch of the bank that the agent physically uses. However, some banks want to use a central branch of the bank.
2. Open the current LO Bank List spreadsheet
3. The LO Bank List for the field auditors is located at:
4. Create a line that the new account should be listed on.
  - a. The spreadsheet is sorted by the agent number and the agent code
  - b. Right Click on the row number
    - i. This is the number to the left of the agent number
  - c. Click Insert
  - d. Left Click in the first cell of the new row.
5. Enter the new LO Deposit account information
  - a. "LO #"

- i. This is the agent number
- b. "Acct Code"
  - i. This is the letter of the "Treasurer ID"
- c. "Account Number"
  - i. The bank account number for the LO Deposit account
- d. "Routing Number"
  - i. The routing number for the bank's branch where the agent physically banks
  - ii. This is always a 9 digit number
- e. "Bank Name"
  - i. The complete name of the bank
- f. "Branch"
  - i. The branch name or number where the agent physically banks.
- g. "Agent City"
  - i. The city where the agent is located
- h. "Bank Phone Number"
  - i. The 10 digit telephone number of the bank's branch where the agent physically banks.
  - ii. This is entered without any symbols
- i. "Ext."
  - i. This for the extension number of the bank's contact (if there is one)
- j. "Bank Contact"
  - i. This is who LO Banking needs to contact for information, questions or corrections concerning the OTC account.
- k. "Opened"
  - i. This is the date the agent opened the bank account.
- l. "Closed"
  - i. Skip this cell when entering a new account.
- m. "B\_Mail\_Address"
  - i. This is the mailing address of the bank's branch.
- n. "B\_City"
  - i. This is the city for the mailing address of the bank's branch.
- o. "B\_State"
  - i. This is the state for the mailing address of the bank's branch
- p. "B\_Zip"
  - i. This is the zip code for the mailing address of the bank's branch.
- q. "LO"
  - i. The agents number
- r. "E-Mail"
  - i. The e-mail address of the bank's contact if there is one.

6. Save update

## Closing a LO Deposit Account

1. Open the current LO Bank List spreadsheet

1. Find the agent account that is being closed
2. "Closed" cell
  - a. This is for the day the bank account was closed.
  - b. Enter the day the account was completely closed
    - i. There is no more money in the bank
      1. This includes the base debit.
    - ii. The agent has been deleted from OST
    - iii. The closing letter has been sent to the bank.
3. Highlight the agent account's row in pink
4. Save update

## Moving the LO Bank List Forward

### **(For the next fiscal year)**

1. This spreadsheet is used for the fiscal year.
  - a. This spreadsheet is used for the fiscal year.
  - b. Fiscal year is from July 1<sup>st</sup> of one year thru June 30<sup>th</sup> of the next year.
  - c. At the beginning of every fiscal year we create a new spreadsheet for the coming year.
2. Open the current LO bank list
  - a. J:► Accounting ► Banking Secure ► LO Bank Lists ► FY YYYY LO Bank List
3. Right click the sheet name tab at the bottom of the spreadsheet
4. Left Click "Move or Copy"
  - a. On pop-up
    - i. "To book:" field
      1. Choose "(new book)" from the drop-down menu
    - ii. "Create a Copy" box
      1. Click on the box
    - iii. Click "OK" button
5. Go to the new Excel book
  - a. Save the new book
    - i. Click the "File" tab
    - ii. Click "Save As"
    - iii. Set the save location by going to:
      1. J:► Accounting ► Banking Secure ► LO Bank Lists
    - iv. File name
      1. Type in the new name



- a. "FY YYYY LO Bank Lists"
  - i. YYYY should be the new fiscal year
2. Click "Save" button
6. Close the current years spreadsheet
7. Remove all the completely closed agents from the list for the new fiscal year.
  - a. Move to the first row that has been highlighted pink.
    - i. Make note of the agent number and the code.
    - ii. Verify that the bank account is completely closed
      1. Bring up the agent on OneLink
      2. Go to the "LO Dep" account that matches the closed agent number and the code number.
      3. Go to the current period
        - a. Has the final withdrawal been done from this bank account
          - i. No – Account is still open
            1. Move to the next highlighted row
          - ii. Yes – Account is closed
            1. Remove from the LO Bank list
        - iii. Remove closed agent from the list.
          1. Right Click on the row number
            - a. This is the number to the left of the agent number
          2. Click Delete
          3. Left Click somewhere else on the spreadsheet.
      - b. Continue until the entire spreadsheet has been cleared of closed accounts.
    8. Save update
    9. Post a copy of this list for the Field Auditors
      - a. J:> Accounting ► Banking ► LO Bank List FY YYYY
        - i. Remove the Bank Account number and the Routing numbers
    10. Save
    11. Move old file to archives

## BANK STATEMENT LOG-IN: STEP BY STEP

### Adding An Agent

1. Open the current Bank Statement Log-In workbook
  - a. Laserfische: MSD ► Business Operations ► Banking Operations ► LO Bank Statements ► 01 Bank Lists ► 01 Statement Log In
2. Find the row where the agent account belongs
  - a. Right Click on the row number
  - b. Click on "Insert"
3. "LO" field
  - a. Enter the Agent number
4. "Acct Code" field
  - a. Enter the letter code from the Treasurer ID number
5. Month columns
  - a. Fill every month previous to the agency start-up date in black
    - i. This lets LO Banking know that there was not supposed to be a bank statement for that month for that agency.
    - ii. E.g. If the Agency opened in May, then the months cells for January, February, March and April will be filled with black
6. Save the Update

### Closing the Agent

1. Open the current Bank Statement Log-In
  - a. Laserfische: MSD ► Business Operations ► Banking Operations ► LO Bank Statements ► 01 Bank Lists ► 01 Statement Log In
2. Go to the current sheet.
  - a. Each year is kept for the physical year
3. Find the agent account that is being closed
4. Enter the date the Agency was closed
  - a. The last day they were working.
5. Highlight the agent account's row in pink
6. When the agent is no longer receiving bank statements fill the rest of the row with X's

- a. This should start the next month after the final withdrawal
7. Save

## Moving the Bank Statement Log-In List Forward

### **(For the next physical year)**

1. Open the current Bank Statement Log-In list
  - a. Laserfische: MSD ► Business Operations ► Banking Operations ► LO Bank Statements ► 01 Bank Lists ► 01 Statement Log In
2. Go to the current sheet.
  - a. Each year is kept for the physical year
3. Move the sheet forward
  - a. Right Click on the sheet name
    - i. This is at the bottom left-hand corner
    - ii. Usually is named for the current year.
  - b. Left Click "Move or Copy"
    - i. On pop-up
      1. "Create a Copy" box
        - a. Click on the box
      2. Click "OK" button
  4. Rename the Sheet
    - a. Right Click on the sheet name
    - b. Left Click "Rename"
      - i. The sheet name will turn black
      - ii. Enter the new name
        1. This will be the next year
    - c. Click Enter
  5. Update the list
    - a. Remove all the closed agents from the list for the new fiscal year.
    - b. Only the agents that are completely closed will be removed.
    - c. Move to the first row that has been highlighted pink.
      - i. Make note of the agent number and the code.
      - ii. Verify that the bank account or agent is completely closed
        1. Bring up the agent on OneLink
        2. Go to the LO Deposit Account that matches the agent number and the code number.
        3. Go to the current period
          - a. If there are any transactions in this period, the account is not closed.
            - i. Move to the next highlighted row
          - b. If there are no transactions

- i. See if / when the base debit was transferred into the account.
  1. Has this money been withdrawn?
    - a. Yes, then the account is closed
    - b. No, then the account is still open
      - i. Move to the next highlighted row
  - iii. Remove closed agent from the list.
    1. Right Click on the row number
      - a. This is the number to the left of the agent number
    2. Click Delete
    3. Left Click somewhere else on the spreadsheet.
- d. Continue until the entire spreadsheet has been cleared of closed accounts.

6. Save update

## DEPOSITS

### Work Done Report

M8800 - OK TAX COMMISSION		Total	
Prior Days	Today	1,105.25	
<a href="#">Generate</a>			
Receipts	0.00	858.00	
MLA Refunds	0.00	MLA Fees	0.00
External Payments	247.25	Total Due To OTC	247.25
<a href="#">Work</a> <a href="#">Receipts</a> <a href="#">Inventory</a> <a href="#">General</a>		<a href="#">Print</a>	

1. “Work Done” Report
  - a. “Work Done” reports can be ran for any time period.
    - i. Daily
    - ii. Semi-Monthly periods
    - iii. Monthly
  - b. Run a “Work Done” report for each work day
    - i. Go to “New Manager”
    - ii. Click on “I Want To”
    - iii. Click on “LO Accounts”
    - iv. Click on “I Want To” action button on the top right
    - v. Click on “Work Done Report”
      1. Change “Beginning Date”
      2. Change “Ending Date”
      3. Click on “Generate”

2. Total Due to OTC – all deposit calculations start with this
  - a. Total Receipts – all the work received on OneLink
  - b. + / – LO Refunds
    - i. Ads
  - c. – External Payments
    - i. C.A.R.S.
    - ii. T.A.N.F payments
    - iii. Any Remittance Payments
  - d. – LO Fees

## LO Refunds

1. Problems with the LO Refunds
  - a. There may be times when the agent finds that they have more money left than they should after calculating the deposit
  - b. Look at the “LO Refunds” on the Work Done Report
    - i. Usually it happens when the original work was done the day before and the agent returned the check to the taxpayer before it was deposited
    - ii. Each individual LO refund needs to be considered independently
      1. Was the money from the original transaction deposited into the OTC account?
        - a. Yes – then that amount is calculated correctly
        - b. No – then that amount needs to be added back to the “Total Due to OTC”
        - i. Because the system is pulling out money to do a refund that was never deposited

## Calculating the Deposit

1. Calculate the Deposit
  - a. Calculate Initial Deposit
    - i. Total Due to OTC
    - ii. Less ATM 1 deposit
      1. This is only done if the agent uses ATM 1 for their credit cards instead of OK.Gov
    - iii. Add any “NSF Collected”
    - iv. Add Driver’s Licenses due to OTC
    - v. Add Prorate
    - vi. Add Other
    - vii. This will add up to the Initial Deposit Amount.
      1. This is a sub-total
      2. This is not necessarily what the agent will deposit to the OTC account
  - b. Calculate the “Actual Deposit” amount
    - i. This is always what should be deposited into the bank.



- ii. Subtract the amount of any Returned Checks that will be picked up.
  - 1. Don't forget to count any Insufficient Check fees that the bank will be charging.
- iii. Add any LO Invoice payments the agent is paying
- iv. Add any assessment payments the agent is paying
- v. This is the "Actual Deposit"
  - 1. This is the amount actually being deposited in the OTC account



## Bank Deposit Work Sheet

Total Due to OTC  
(from Work Done Report) \_\_\_\_\_

ATM 1 Deposit  
(If using ATM 1 Credit Cards) \_\_\_\_\_

Transactions Completed = \_\_\_\_\_

NSF Collected  
(NSF payments collected that have not  
been receipted in OneLink) + \_\_\_\_\_

Driver's License  
(Amount being deposited in the OTC acct.) + \_\_\_\_\_

Prorate + \_\_\_\_\_

Other  
(Large jobs and other items) + \_\_\_\_\_

Initial Deposit Amount (SUB-TOTAL)  
(Sub-Total on your deposit slip) = \_\_\_\_\_

Return Check  
(Returned Checks picked up at the bank  
using OTC money) \_\_\_\_\_

Audit / Assessment Payments + \_\_\_\_\_

LO Invoice Payments + \_\_\_\_\_

Actual Deposit (TOTAL) = \_\_\_\_\_

## Cash Back on Deposit Slips

1. There are times when an agency does not have enough cash to collect all their LO Fees or to pay themselves back for something or they need to pick up a NSF check from the bank.
  - a. Paying an agency back for an over deposit or something like that is considered LO Fees
2. LO Fees and NSF checks are the only reasons agents can receive cash from the daily deposit
  - a. In fact the bank not give back cash and may credit it to the LO account
3. Deposit Slips
  - a. If there is not enough cash to pay the LO Fees (only)
    - i. Sub-Total (on the deposit slip)
      1. Will be the total amount of all the cash / checks
    - ii. "Less Agent Fees"
      1. Write on a line "Less Agent Fees" and the amount of the money required to pay the agent fees.
    2. Total Deposit (on the deposit slip)
      - a. This is going to be the actual amount of money deposited into the bank.
      - b. This should be the same as the "Actual Deposit" amount
  - b. Picking up an NSF Check using OTC money
    - i. Sub-Total (on the deposit slip)
      1. This should be the same as the "Initial Deposit Amount"
    - ii. "Less NSF Check"
      1. Write on a line "Less NSF Check" and the amount of the Returned Check(s) that is being picked up.
    - iii. Total Deposit (on the deposit slip)
      1. This is going to be the actual amount of money deposited into the OTC account.
      2. Should be equal to the "Actual Deposit" on the AD.

## References

### Summary of Links

1. Link Name

- a. [Link](#)
- b. [Link](#)

2. Link Name

- a. [Link](#)
- b. [Link](#)

3. Link Name

- a. [Link](#)
- b. [Link](#)

### Links to Text Input

1. Link Name

- a. [Link](#)
- b. [Link](#)

2. Link Name

- a. [Link](#)
- b. [Link](#)

3. Link Name

- a. [Link](#)
- b. [Link](#)

## Appendix

### Appendix A: Terminology Glossary

**ACH** – Automated Clearing House – an electronic banking network used for direct deposit and EFT's

**AD** – Advice of Deposit – The agents posting of a deposit into the LO Deposit account on OneLink

**ATM 1 or ATMONE** – An alternate credit card company used by agents. The money is deposited directly to the OTC bank account. An agent is required to post an AD for the ATM 1 deposit in the LO Deposit Account.

**ATM 1 Correction** – A correction to a deposit entry for ATM 1 (Jetpay)

**Bank Correction** – A correction created by the bank and listed on the bank statement

**Base Debit** – Amount in the OTC bank account that OneLink sets aside to not be withdrawn from the bank as a cushion against overdrafts

**COR or CORR** – short for Correction

**CRM** – Customer Relations Management – this is where indicators are

**Deposit Correction** – A correction to an AD posting, that comes from a simple error in entry

**EFT** – Electronic Fund Transfer

**EOM** – End of Month

**FY** – Fiscal Year – running from July 1<sup>st</sup> of one year thru June 30<sup>th</sup>, of the next year

**L/A** – Listed As

**Legacy Account** – LO Deposit account that was opened before March 15<sup>th</sup>, 2015

**LO** – Motor Licensing Agent

**Not Posted** – Deposit was not posted into OneLink

**Not In Bank** – Posted deposit does not show on the bank statement

**NSF** – Insufficient Check

**NSF Charge** – The amount of the NSF Check

**NSF Collected** – The money collected by an agent for an NSF check. This is only given a counter receipt and not a receipt in OneLink

**NSF Fee** – The fee charged by the bank for an NSF check

**OneLink Account** – LO Deposit account that was opened after March 15<sup>th</sup>, 2015

**Check Order Charge** – amount charged for pre-printed deposit slips

**OST** – Oklahoma State Treasurer



**Participant** – OST's name for an agent

**PY** – Physical Year – running from January 1<sup>st</sup> thru December 31st

**Returned Check** – This is a check that the agent has picked up from the bank using OTC money.

**S/B** – Should Be

**Sweep** – the computer run that determines how much money is removed from each agent's account, if any.

**Sweep Stop Flag** – a CRM indicator that doesn't allow the computer to sweep the money from that agent's account.

**WD** – Withdrawal

**WIT** – Withdrawal In Transit