Update 2008-18: Common Place Handbook

Bank Transition to Bank of America

Background
The County Controller’s Office decided to change the county’s operational bank from the Bank of the West to Bank of America (B of A). This change is effective December 3, 2008.

Change
The County’s bank accounts with B of A are set up as Electronic “Positive Pay”, this notifies B of A both the dollar amount and the check number as they are presented for payment. Therefore, B of A MUST be notified in Advance of ALL Office Issuance Checks in order for the check to be cashed immediately.

Implementation
Effective December 3, 2008, all District Office Fiscal Clerks (DOFC) MUST follow the steps below when issuing an Office Issuance Check:

1. Receives Office Issuance screen prints from Eligibility Worker or Supervisor.

2. Goes to Search for Office Issuance window.

3. Searches for the appropriate Office for Pick Up Location.


5. FAXes a copy of the check to the Benefit Issuance Unit (BIU), fax number: 408-975-4511, IMMEDIATELY after it is printed and BEFORE issuing it to the client. If DOFC staff experience difficulties with the fax number, please contact a BIU staff directly at (408) 491-6425 regarding the Office Issuance Check.
6. Must inform the client a valid PHOTO identification (ID) will be required by B of A in order to cash the check. Valid IDs are: government issued identification including: drivers license, state identification, military identification, Consular IDs (with photo) from Mexico, Dominican Republic, Colombia and Guatemala. All ID’s must contain a photo. If the client does not have one, then please refer to Common Place Handbook, chapter 32.4 on referring clients to the Department of Motor vehicle to obtain a California State Identification Card.

Reminder:
If the DOFC receives an Office Issuance request after 4:30PM, please call BIU immediately to insure adequate processing time.

Fiscal
BIU staff MUST notify the bank immediately via B of A Online System after receiving the DOFC fax notification.

Note:
The current Fiscal business process regarding check/warrant cancellation and replacement remains the same.

Revised Chapter
Common Place Handbook, Chapter 32, Warrants/Checks.
[Refer to “Replacement Procedures for Same Amount/Payee,” page 32-12]

Clerical
All Office Management Coordinators (OMC) must review this Update with the appropriate clerical staff immediately.

Contact Person(s): Patricia Sun, Program Unit, 491-6700.