



California DMV No Check Policy – Timeline

ASAP:

- Greeter begins notifying Members who are paying by check about upcoming policy change. See attached [Scripting](#).

Week of July 15:

- Official signage arrives in mail.
 - Please display signage in counter card stands. See Merchandising Directive for more information.
 - Keep the signs in place until September 5 (one month after the project launch date).

Week of July 22:

- Greeter continues to notify Members about upcoming policy change.

Week of July 29:

- Attend a Training Conference Call session hosted by Branch Operations to review scripting and discuss possible Member reaction scenarios (30 min max).
 - You will receive Google Calendar invitations to multiple sessions (you only need to attend one).
 - Ensure each DMV Technician attends at least one session.
- Greeter continues to notify Members about upcoming policy change.
- If a DMV field office processes your deposit, please notify the Control Cashier of the upcoming change.

Monday, August 5:

- *First day of No Check Policy*

Wednesday, August 7:

- Please email any Member feedback to [Olivia Bailey](#) (positive, negative, or neutral).

Thursday, September 5:

- Remove signage from counter card stands.