

AAA NCNU DMV Payment Acceptance Change Project



Project: DMV Payment Acceptance Change
Executive Sponsor(s): ###
Prepared By: Olivia Bailey, Intern in Branch Operations
Date: August 16, 2019

Post Launch Findings

After our launch date of August 5, 2019, the transition has been very smooth. There has been to no negative Member reactions and feedback, and there have been no escalated complaints. After the launch, multiple Branch Managers and Team Members have been contacted to check in and verify that the policy has been implemented.

Branch Manager Feedback

Branch Managers from Vacaville, Fairfield, Eureka, Lakeport, Ukiah, Modesto, and Daly City have provided feedback on the policy change. All have reported a smooth transition. Some have stated that there have been only a few upset Members, but all issues were resolved on site. All have also reported that daily work and end of day processes have been greatly simplified since the launch, and Team Members are very enthusiastic about the change.

Time Savings Realized

We have reached out to management and Team Members across multiple regions regarding realized time savings. In the original charter for this project, we predicted that an average branch will save at minimum 45 to 50 minutes daily. All locations have verified that they have realized that time savings, with some branches exceeding our predictions.

Branch Visits

I visited the Pleasant Hill and Walnut Creek Branches. At Pleasant Hill, I had the opportunity to speak with a Generalist. She had all positive feedback on Member reactions, time savings, and training webinars. I witnessed a few Member interactions with the Greeter, and unfortunately this location was not utilizing the Greeter to inform Members of the policy change as they were not screening for transaction type. As for Walnut Creek, I was unable to speak with a Team Member nor witness any Member interactions.

Branch Collateral

All window clings found with inconsistent information have been scheduled for replacement. All old DMV brochures have been removed and recycled. Signage with the launch date have been posted at all branches, and Team Members have been instructed to take them down a month after the launch.