

From: Adams, Marcia S.
To: Hamilton,Beverly G <Hamilton_BeverlyG@scdps.state.sc.us>
Date: 9/18/2002 3:46:21 PM
Subject: FW: EDIT REGISTRATION

The offices were supposed to rebuild/edit all titles in their office as of the date they were certified. Since the Data Unit has only received 6 requests after the office was certified, is there a misunderstanding? Please let me know what you find out.

-----Original Message-----

From: Catoe, Jo Ann G.
Sent: Wednesday, September 18, 2002 10:02 AM
To: Adams, Marcia S.
Subject: RE: EDIT REGISTRATION

-----Original Message-----

From: Adams, Marcia S.
Sent: Tuesday, September 17, 2002 6:45 PM
To: Catoe, Jo Ann G.
Subject: FW: EDIT REGISTRATION

Marcia,

We have (6) outstanding requests that were received after her office was certified on August 29. It is my understanding that they were suppose to rebmit any outstanding problems prior to that date.

Thanks, Jo Ann

How many of her requests are outstanding?

-----Original Message-----

From: Daggerhart, Tammy C.
Sent: Tuesday, September 17, 2002 5:22 PM
To: Hamilton,Beverly G
Cc: Adams, Marcia S.; Howell, Michael E
Subject: EDIT REGISTRATION

BEVERLY,

THE REASON I AM SENDING THIS E-MAIL IS BECAUSE OF THE BACK LOG OF PAPERWORK THAT I HAVE IN MY OFFICE. 85% OF WHICH IS EDIT REGISTRATIONS. EACH OF THEM HAS BEEN E-MAILED DATA QUALITY AT LEAST ONCE, SOMETIMES TWICE (ONCE IN AUGUST AND ONCE IN SEPTEMBER), TO GET THE REGISTRATIONS CORRECTED. THEY STILL HAVE NOT BEEN DONE.

I GET CALLS FROM CUSTOMERS EVERYDAY WANTING TO KNOW WHY THEY CANNOT GET THEIR TAGS AND REGISTRATIONS. ALSO, THEIR BILLS OF SALES ARE RUNNING OUT. WHAT SHOULD THEY DO? THEY WANT TO KNOW WHAT THE PROBLEM IS. I SHOULD NOT HAVE TO TELL THEM THAT I AM WAITING ON THE COLUMBIA OFFICE TO CORRECT THE INFORMATION, WHEN IT IS POSSIBLE FOR ME TO DO IT.

I REALIZE THAT DATA QUALITY HAS A BACK LOG OF WORK , AND I KNOW THAT THEY ARE DOING THE BEST THEY CAN TO GET WORK OUT. I ALSO REALIZE THAT MY OFFICE IS NOT THE ONLY ONE THEY ARE WORKING ON. I'M NOT BLAMING THEM. I JUST BELIEVE THERE IS A BETTER OR MORE EFFICIENT WAY OF HELPING OUR CUSTOMERS.

WHAT I DON'T UNDERSTAND IS WHY I, AS A LEAD USER, CANNOT EDIT REGISTRATION BUT I CAN EDIT AND REBUILD PURGED TITLES WHICH IS MORE IMPORTANT. I ALSO, UNDERSTAND THAT SOME LEAD USERS CAN EDIT REGISTRATION BUT MOST CAN NOT. I DON'T SEE THE REASONING IN THAT. THE RESEARCH IS THE SAME. I HAVE PRINT OUTS FROM MVLN, MTAG, & M492. NINE TIMES OUT OF TEN, I HAVE THE REGISTRATION CARD OR A COPY OF IT, WHICH DATA QUALITY DOES NOT HAVE. I HAVE ALL OF THE INFORMATION NEEDED TO CORRECT THE REGISTRATION, BUT I'M NOT ALLOWED CORRECT IT. THIS DOES NOT HELP SERVE OUR CUSTOMERS IN A TIMELY OR EFFICIENT MANNER. IT IS ONLY CAUSING

MORE COMPLIANTS.

I UNDERSTAND THAT THERE ARE CONCERNS ABOUT ERRORS BEING MADE WHEN SOMEONE EDITS REGISTRATION. HOWEVER, ERRORS HAVE ALREADY BEEN MADE. IT'S JUST NOT CLEAR WHETHER IT WAS A HUMAN ERROR OR A PHOENIX ERROR. WE ARE JUST TRYING TO HELP RESOLVE THE PROBLEM.

IS THERE ANY WAY TO HAVE THIS CHANGED? THIS WOULD GREATLY HELP ME AND THE CLERKS IN MY OFFICE BETTER SERVE OUR CUSTOMERS. IT WOULD ALSO HELP THE OTHER OFFICES THAT ARE HAVING THE SAME PROBLEMS.

THANK YOU,

TAMMY C DAGGERHART
LEAD USER
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