

From: Meares, Donna
To: Adams, Marcia S <Marcia.Adams@SCDMV.net>
Date: 9/10/2009 6:59:22 AM
Subject: FW: User Feedback

FYI

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

From: IntranetAdmin
Sent: Wednesday, September 09, 2009 3:47 PM
To: Meares, Donna
Subject: User Feedback

The following comments were received through the Intranet feedback form:

Comment Type:	Suggestion
Name:	Karen Faris
Office:	Fort Mill 96
Email:	karen.faris@scdmv.net
Phone:	803-547-8348
Fax:	803-547-8350

Comments:

I recently moved and submitted an address change on line while I was on annual leave. I received two new registrations for my vehicles as well via "snail" mail at the new address. A day or two later, I received a letter that was generated and sent to my old address and forwarded to the new address. The content of the letter stated that this was done to verify the address change. Would it not save money and paper to eliminate this extra step? Could the confirmation not also be done via email? It just seems repetitive to send out something to the old address especially if someone had not completed a forwarding order from the Postal Service yet.

Thanks!!