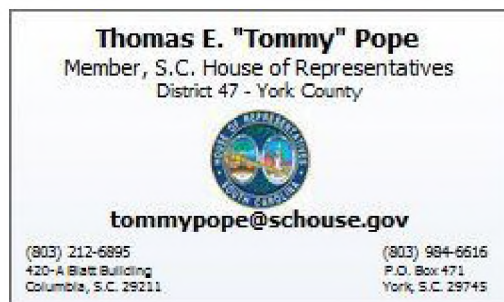


From: Tommy Pope <TPope@elrodpope.com>
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
Date: 12/16/2012 10:55:07 PM
Subject: FW: Expedia - SC Taxpayer

FYI, from a constituent. Tell me if you would like me to direct it elsewhere. Tpope

PS Merry Christmas. tp



From: JULIE FORTUNE [mailto:fortunejulie@gmail.com]
Sent: Monday, November 26, 2012 3:15 PM
To: Tommy Pope
Subject: Re: Expedia - SC Taxpayer

Tommy:

Thank you for your immediate follow up. You should also pass along that even though I thought that the call center/help desk had set me up correctly, I found out that they had failed to establish a Temporary Passcode. This was supposed to be sent to me via email. They did not do so which meant I could not log in. In order to obtain the Temporary Passcode I had to engage the call center/help desk again which resulted in another 15 minutes of my time.

Julie Fortune

On Mon, Nov 26, 2012 at 10:51 AM, Tommy Pope <TPope@elrodpope.com> wrote:
Julie, I am forwarding to Governor's Office and will check on this when I am in Columbia this week. tpope

From: JULIE FORTUNE [mailto:fortunejulie@gmail.com]
Sent: Monday, November 26, 2012 9:56 AM
To: tommy@tommypope.com
Subject: Expedia - SC Taxpayer

Tommy:

Please be advised that the online sign up is not working! As a result one must call Expedia. The call center is off shore and the operators are very difficult to understand. My operator initially did not understand what I was calling about! You should also know that when you call the 1-800 number SC residents are advised to include SCDOR on the http address, but that does not work. The call center approach takes at least 15 minutes. I now await an email that hopefully is correctly set up. I do hope that you can use your influence to get the system fixed.

Thank you in advance.

Julie Fortune