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To: Veldran, KatherineKatherineVeldran@gov.sc.gov
Date: 10/22/2013 12:45:39 PM
Subject: DRAFT: Escalation Process

Hi Katherine,

Below is DOR's draft of the process when a taxpayer wishes to speak to a DOR representative after speaking with CSID. Mr. Blume is reviewing the answers to the 3 questions we need to provide CSID. We are also ironing out the details for the CSID to DOR to CSID eligibility process. I'll get those to you as soon as I can.

Flow of Escalation Process

1. Taxpayer calls CSID for enrollment/information. (Examples - to enroll themselves, to ask a question, to enroll a dependent (minor or adult), to get more information on an alert, etc.)
2. CSID representative assists as much as possible; however, the taxpayer would like to speak to someone at DOR. CSID gives the taxpayer the DOR contact center number 803-898-5000. Or, Taxpayer is upset as to the service or answers they received from CSID and calls DOR directly.
3. DOR contact center tries to troubleshoot the issue or answer the question.
4. If the DOR contact center cannot assist, they will transfer the call to the data breach team. If the DOR data breach team cannot troubleshoot the issue or resolve the problem, _____ (DOR data breach team leader) will contact _____ (CSID Problem/Resolution Contact) to escalate the taxpayer.
5. _____ (CSID Problem/Resolution Contact) will let _____ (DOR data breach team leader) when the issue is resolved and the outcome.

Thanks,
Chrystal

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