

From: Fouty, Peggy D.
To: Uswa, Wanda P. <Uswa_WandaP@scdps.state.sc.us>
Hamilton, Beverly G <Hamilton_BeverlyG@scdps.state.sc.us>
Mumford, Sam <Mumford_Sam@scdps.state.sc.us>
CC: Adams, Marcia S. <Adams_MarciaS@scdps.state.sc.us>
Devlin, Lotte <Lotte.Devlin@SCDMV.net>
Date: 11/10/2003 7:58:44 AM
Subject: FW: Property Tax Receipts/Renewals

FYI - Patsy Knight's response (below)

Peggy Fouty
Department of Motor Vehicles
Field Administration & Customer Service
(803) 737-1151
(803) 737-1660 (fax)

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

From: DC Treasurer [mailto:dctreasurer@bellsouth.net]
Sent: Saturday, November 08, 2003 12:36 AM
To: Fouty, Peggy D.
Subject: Re: Property Tax Receipts/Renewals

Ms. Peggy:

I appreciate your effort in improving this situation. I truly hope I did not get anyone in trouble, but I totally agree with the statement made to correct this matter. While they are assisting customers maybe a big beautiful smile to help the extra time taken to ascertain the correct tax information.

Thanks again.

Patsy Knight, DCTreasurer

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

From: "Fouty, Peggy D." <Fouty_PeggyD@scdps.state.sc.us>
To: <dctreasurer@bellsouth.net>; "Wayne Capell (E-mail)" <wcapell@leecountysc.org>
Cc: "Uswa, Wanda P." <Uswa_WandaP@scdps.state.sc.us>; "Hamilton, Beverly G" <Hamilton_BeverlyG@scdps.state.sc.us>; "Adams, Marcia S." <Adams_MarciaS@scdps.state.sc.us>; "Addie McLaurin" <addie.k.mclaurin@us.ibm.com>; "Lotte Devlin" <lotte.devlin@us.ibm.com>; "Markham, Julia" <Markham_Julia@scdps.state.sc.us>; "Sharon" <systanfi@us.ibm.com>
Sent: Friday, November 07, 2003 9:13 AM
Subject: FW: Property Tax Receipts/Renewals

> Patsy Knight & Wayne Capell,
> I just wanted to let both of you know that Patsy's concern has been
> addressed with all of the field office employees via the email (below)

> Beverly Hamilton sent to them on the 4th of November. Please let us know
if
> this continues to be a problem for the counties.
>
> Peggy Fouty
> Field Administration & Customer Service
> (803) 737-1151
> (803) 737-1660 (fax)
>
>

> > -----Original Message-----

> > From: Hamilton, Beverly G

> > Sent: Tuesday, November 04, 2003 9:57 AM

> > To: DMV FO All Users

> > Cc: Uswa, Wanda P.; Mumford, Sam; Fouty, Peggy D.; Lewis, Sharon P.;

> > Earley, Jr., James E.

> > Subject: Property Tax Receipts/Renewals

> >

> > FINAL NOTICE:

> >

> >

> > I have received several complaints recently due to renewals being done
for

> > customers without the current year's property tax receipt. I realize
that

> > each of you process many transactions each day, but it is of utmost

> > importance that you CAREFULLY examine the property tax receipts for
dates

> > covered before issuing a vehicle renewal. These errors are being done by

> > clerks, relief workers, examiners, managers, etc. - it is across the
board

> > - and it must stop. This is a result of carelessness more than anything

> > else. Particularly now, with the wait time down significantly across the

> > state, you do not have to rush! READ the information carefully on each
and

> > every receipt to ensure that you are renewing a vehicle that is eligible

> > for renewal. Otherwise, you are contributing to a problem, causing

> > unnecessary rework for someone within the DMV system and aggravating
the

> > staff within the offices of the auditors and treasurers who are
attempting

> > to collect county tax revenue.

> >

> > As each of you know, the system allows me to research to see who
actually

> > processed the transaction. If these errors continue, I will do this and

I

> > will take disciplinary action on an individual basis. Do it right the

> > first time so that you won't have to be reprimanded for "Negligence in
the

> > Performance of Duty". If you need additional training or need to review

> > how to read the property tax receipt, then make sure you ask for

> > assistance. Let's clean up our act so that our customers don't get
further

> > inconvenienced.

> >

> > Thanks for your help in continuing to improve the services delivered at

> > the local DMV offices. This is a problem that can be eliminated with a

> > little attention to detail.

> >

> >

> > Beverly Hamilton

> > Field Administrator

> > (803) 737-1152

> > Fax (803) 737-1660

> >

