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Subject: Customer Assistance

The South Carolina Auditors and Treasurers have asked that the staff within the DMV offices be allowed to override the penalty fees associated with late registration renewals when there is an obvious conversion error. This can be done and will eliminate the need to send a customer back to the offices of the auditors and treasurers for the authorization form. I am fine with this - as long as the DMV manager approves the override. For auditing purposes, please have the clerk complete an authorization form to be signed by you, the manager or assistant manager. This form should be submitted for scanning with the transaction so that we will have the documentation for auditing purposes. At this point, I think the number of conversion errors will greatly diminish since we just completed our first complete year using the Phoenix database and the majority of conversion problems have been discovered by now.

I appreciate your assistance with this matter. The Auditors and Treasurers are dependent upon the DMV database for the billing for county taxes; helping them helps you by ensuring that the counties bill for and collect funds to keep the county services operational. So, let's do what we can to be good partners - and still provide good services to these shared customers.

Beverly Hamilton

Field Administrator

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