

From: Adams, Marcia S.
To: Burgis, David <Burgis_David@scdps.state.sc.us>
Date: 12/20/2002 5:22:18 PM
Subject: FW: fr24brap started failing on 11/23/2002

David,

I called Rolph about this today. Bill told me that they are only able to sell a few accident reports (this has been going on since 11/23/02) and that the requests are stacking up. At first, Darl thought the problem was with the FDS system, but now he knows that it is a Phoenix problem. Rolph thinks the problem will be solved on Monday, but he needs to talk to Darl. Rolph will call Bill on Monday, and I told Bill to call me if the issue is not resolved.

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

From: Thomas, Lottie
Sent: Tuesday, December 17, 2002 9:05 AM
To: Wannamaker, William C.
Cc: Adams, Marcia S.; Phelps, Annie L.
Subject: RE: fr24brap started failing on 11/23/2002

Bill,

Spoke with Rolf this morning... will be put on the priority list... as soon as I know- more I'll let you'all know.

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

From: Wannamaker, William C.
Sent: Monday, December 16, 2002 9:11 AM
To: Phelps, Annie L.; Adams, Marcia S.
Cc: Fulmer, Nancy A.
Subject: FW: fr24brap started failing on 11/23/2002

Please let me know today when this will be updated. We cannot afford to have an impact on our sale of information line.

A couple of weeks ago, the FR-50 unit started to notice that accident case numbers were becoming more and more difficult to locate in Phoenix. After contacting Darl, he informed us that the file has not been updated since 11-23-2002. I will be contacting Tony Dahl who is the programmer from FDS who might help us on this. It is my understanding that Tony has been on vacation the past week.

This problem has a direct impact on our abilities to sell accident reports.

Bill Wannamaker

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

From: Wannamaker, William C.
Sent: Tuesday, December 17, 2002 8:37 AM
To: Thomas, Lottie
Subject: FW: fr24brap started failing on 11/23/2002

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