

From: Fouty, Peggy D.

To: DMV FO Managers <DMVFOMgrs@scdps.state.sc.us>

CC: Field Administration <FieldServices@scdps.state.sc.us>

BOA Unit <BOAUnit@scdps.state.sc.us>

Thompson, Rhonda S. <Thompson_RhondaS@scdps.state.sc.us>

Webb, Jacqueline S. <Webb_JacquelineS@scdps.state.sc.us>

Taylor, Melissa C. <Taylor_MelissaC@scdps.state.sc.us>

Phelps, Annie L. <Phelps_AnnieL@scdps.state.sc.us>

Date: 11/26/2003 9:33:06 AM

Subject: FW: WEB MAILER

Attachments: WEB MAILER.doc

WEB MAILER (1).doc

Managers,

The Alternative Media department is sending this letter to customers if they are unable to renew their driver's license as a web site transaction.

This portion of the letter pertains to the field offices:

"You may present this letter as proof that your payment of \$12.50 was previously remitted. In doing so, you will also be required to pay an additional \$12.50 driver license fee, as our DMV Field Offices currently issue credentials that are valid for a period of ten years. The total cost for the ten-year driver license is \$25.00."

Please make sure your staff is aware of this letter in case a customer comes into your office with one.

Since a driver's license can only be renewed for **5 years** when a customer submits an application through the mail or the DMV web site, Alternative Media only collects \$12.50 from the customer. When the customer goes into a field office with this letter, the clerk should only collect an additional \$12.50 from the customer before issuing a ten year credential.

Process the renewal transaction as follows:

1. Process the ten-year license renewal in the usual manner.
2. Override the \$25.00 fee.
3. Collect the remaining \$12.50 fee, owed by the customer, under **FEE COLLECTION**.

NOTE: This is not applicable to individuals age 65 and older.

Peggy Fouty

Department of Motor Vehicles

Field Administration & Customer Service

(803) 737-1151

(803) 737-1660 (fax)

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

From: Thompson, Rhonda S.

Sent: Friday, November 14, 2003 1:50 PM

To: Yandle, Janice

Cc: Cisson, Melissa; Fouty, Peggy D.; Phelps, Annie L.; Taylor, Melissa C.

Subject: WEB MAILER

Mike H. and Janice-

Please use the attached document to replace our current "bad mailer" letter. The revision is written in bold print, and is important information to the customer. As you know, DMV began issuing the ten-year driver license on October 1, 2003.

In cases when we have to direct customers (photo or signature is not recent or is unavailable on our system) to a DMV Field Office, we want them to be prepared for the additional \$12.50 charge. Our office may send out two to three "bad mailers" each day.

Melissa and Peggy-

The Help Desk and our Mail-in Section have been contacted by Field Offices regarding how to process a transaction when the customer has previously remitted the \$12.50 license fee via the web. Since the customer now also owes an additional \$12.50, the CSR will want to process the renewal transaction as follows:

1. Process the ten-year license renewal in the usual manner.
2. Override the \$25.00 fee.
3. Collect the remaining \$12.50 fee, owed by the customer, under **FEE COLLECTION**.

NOTE: This is not applicable to individuals age 65 and older.

We appreciate all you do! Please let me know if you have any questions.

Thanks!
Rhonda