

From: Adams, Marcia S.
To: Hamilton, Beverly G <Hamilton_BeverlyG@scdps.state.sc.us>
Date: 7/22/2002 9:11:54 AM
Subject: RE: Backlog Title Processing under original \$5 fee

What is Jimmy and Rolph getting together for this? Lotte is finishing the procedures. We need to cover the call center process, the checklists, address changes, duplicate records process, and the cutover procedures. Please let me know what else was planned.

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

From: Hamilton, Beverly G
Sent: Monday, July 22, 2002 8:53 AM
To: Adams, Marcia S.
Subject: RE: Backlog Title Processing under original \$5 fee

I am planning to do this on Friday morning (7/26) at 10. Jimmy says that it will take him and Dolf until Wednesday to get everything together so I thought we might need Thursday to tie up loose ends. I know this doesn't give the managers time back in their offices to share much, but they will just have to do so early on Monday morning. I will ask Sharon to send a memo this morning to alert everyone.

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

From: Adams, Marcia S.
Sent: Saturday, July 20, 2002 11:19 AM
To: Uswa, Wanda P.; Hamilton, Beverly G
Cc: Bales, Tejal
Subject: FW: Backlog Title Processing under original \$5 fee

Please see me about this. This is the process we will have to use for processing any title work submitted before the \$10 increase is effective once Phoenix rolls out. We will not be able to adjust the fee to \$5 for title transactions in the Phoenix system. It is currently programmed for \$10. The Governor was supposed to sign the bill into effect yesterday, July 19. I have no updates yet. We need to develop a plan (effective Aug 5) that will handle title work submitted prior to the fee increase. In order for Accounting to be able to reconcile, we will have to assign the \$5 transactions to particular offices and clerks. Those clerks will not be able to process any \$10 title transactions until they close and reconcile their cash drawers. I would like to present this next week when the managers and lead users return for cutover procedures training. Beverly, do we have a date yet for this training (cutover procedures will be used on 7/29-7/31)?

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

From: Bales, Tejal
Sent: Friday, July 19, 2002 1:54 PM
To: Adams, Marcia S.
Cc: Deleon, Wanda J.
Subject: Backlog Title Processing under original \$5 fee

Marcia,

It is our understanding that you would prefer the Dealer Central clerks DO NOT do a "fee adjustment" for \$5 due to the clerks may slow down in processing the title backlog. In this case, the best option would be to:

- 1) Limit the Backlog Title work to certain Dealer Central location
- 2) Limit the work to certain user ID within the location
- 3) The clerks sign on with their user ID on Phx system to **only process Backlog Title work** and then close the cash drawer.

They must process the backlog work only while the cash drawer is open @ \$5 each & no other transactions so adjustments can be made. We can pull reports from Phx. by userID to make the \$ adjustments (ie. similar to the middle piece) and cash drawer adjustments in Audit & Review.

- 4) The aje's will be sent to Broad River Rd. for accurate financial reporting.

Does this sound good to you? if so we are ready as long as you give us the **1) Location name & 2) UserID** who will process the backlog work @ \$5/each. Thx for your help & plz share this w/ Wanda U. & Beverly H. if you agree w/ the procedures.

tejal