

From: Burgis, David
To: Dolder, Rolf P. <Dolder_RolfP@scdps.state.sc.us>
CC: Adams, Marcia S. <Adams_MarciaS@scdps.state.sc.us>
Date: 1/3/2003 2:54:05 PM
Subject: RE: Charleston County Entries

Thank you

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

From: Dolder, Rolf P.
Sent: Friday, January 03, 2003 2:30 PM
To: Burgis, David; Earley, Jr., James E.
Cc: Thompson, Rhonda S.
Subject: RE: Charleston County Entries

Per Darl, he moved fix into production today. He's sent a not to Rhonda asking what days need to be rerun for updated reports. Rolf

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

From: Burgis, David
Sent: Friday, January 03, 2003 12:05 PM
To: Earley, Jr., James E.; Dolder, Rolf P.
Subject: FW: Charleston County Entries

Please look into this.

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

From: Thompson, Rhonda S.
Sent: Friday, January 03, 2003 11:09 AM
To: Burgis, David
Cc: Phelps, Annie L.; Tucker, Ida G.
Subject: RE: Charleston County Entries

David-

This matter is still unresolved. For four business days, Charleston County was reported with a total of zero entries in our Exceptions Reports. On December 30th, we noted only 226 entries, which is significantly low for this particular county. The reports delivered to our office on December 31st and January 2, 2003, are indicating zero entries again. Darl informed me this was a program problem, and the appropriate individuals would address the issue. We have not been provided with an update from a programmer this week. We have made every effort to ensure the customers receive their decals and prevent our calls from customers and county offices from increasing. Any assistance is appreciated.

Thank you-
Rhonda

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

From: Burgis, David
Sent: Thursday, January 02, 2003 6:49 PM
To: Thompson, Rhonda S.
Subject: RE: Charleston County Entries

Rhonda, have we resolved all of these issues?

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

From: Thompson, Rhonda S.
Sent: Monday, December 30, 2002 10:20 AM
To: Neiswonger, William D.
Cc: Burgis, David; Phelps, Annie L.; Tucker, Ida G.
Subject: Charleston County Entries

Darl-

We still have not received any entries from Charleston County in our Exceptions Report. This is now the fourth business day these customers' decals/registrations have not been issued. I know you indicated on Friday it was a program issue. Can you let us know the status?

Thank you!
Rhonda