

From: Adams, Marcia S.
To: Hamilton, Beverly G <Hamilton_BeverlyG@scdps.state.sc.us>
Date: 9/4/2002 11:17:45 AM
Subject: FW: information that needs to go to all the field offices and all HQ department that process registrations

How do you want to handle this type of communication? I think that we should have a document that includes several of these "process changes". We can send this every day, every other day, once a week, etc. Maybe we can funnel this through the district managers using a conference call. Your thoughts?

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

From: kathy.hicken@us.pwcglobal.com
[mailto:kathy.hicken@us.pwcglobal.com]
Sent: Wednesday, September 04, 2002 11:08 AM
To: Adams_MarciaS@scdps.state.sc.us
Cc: Hamilton_BeverlyG@scdps.state.sc.us;
CATOE_JO_ANNG@scdps.state.sc.us; Fouty_PeggyD
Subject: RE: information that needs to go to all the field offices and all HQ department that process registrations

Marcia,
Here's the information that needs to go out to all FO and HQ departments that process titles/registrations. This is what I send to you last week including the revisions from Beth Grant.
Thanks,
Kathy

If a customer wants to transfer a tag that is in the mainframe as a prior plate but that is not in Phoenix, first title the vehicle that the customer wants to transfer the tag to; if the vehicle has not been titled in Phoenix do a title only. Once the vehicle has been titled in Phoenix, use Transfer Plate (Phoenix function # 217). Under Transfer Plate identify the Target Vehicle (the vehicle the customer wants to transfer the tag to) by entering the vehicle's VIN or title number; then instead of entering the plate in the Transfer Plate field like you would normally do if the tag is in Phoenix, on the right hand side of the Transfer Plate screen use the Prior Plate fields to enter the plate that is not in Phoenix. Make sure you check the checkbox beside PRIOR PLATE and fill in all the prior plate fields (plate expiration, decal expiration, plate number, plate class, GVW if applicable and vehicle type). The decal expiration date and the plate expiration date are both just the month and year (do not enter the days) and you need to enter in the slashes, for example, type in 02/2002 for a Feb 2002 expiration date.

----- Forwarded by Kathy Hicken/US/MCS/PwC on 09/04/2002 11:04 AM -----

"Grant, Beth B."

<Grant_BethB@scdps.state.sc.us> To: Kathy Hicken/US/MCS/PwC@Monday-US
09/04/2002 07:39 AM cc:
Subject: RE: information that needs to go to all the field offices and all HQ department that process registrations

Yes. I have tested the fix that Eleanor submitted for the prior plate problem and it works the way you have described.

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

From: kathy.hicken@us.pwcglobal.com
[mailto:kathy.hicken@us.pwcglobal.com]
Sent: Tuesday, September 03, 2002 7:57 PM
To: Grant_BethB@scdps.state.sc.us
Subject: RE: information that needs to go to all the field offices and
all HQ department that process registrations

Beth,
Can we resubmit this to Marcia as follows?

If a customer wants to transfer a tag that is in the mainframe as a prior plate but that is not in Phoenix, first title the vehicle that the customer wants to transfer the tag to; if the vehicle has not been titled in Phoenix do a title only. Once the vehicle has been titled in Phoenix, use Transfer Plate (Phoenix function # 217). Under Transfer Plate identify the Target Vehicle (the vehicle the customer wants to transfer the tag to) by entering the vehicle's VIN or title number; then instead of entering the plate in the Transfer Plate field like you would normally do if the tag is in Phoenix, on the right hand side of the Transfer Plate screen use the Prior Plate fields to enter the plate that is not in Phoenix. Make sure you check the checkbox beside PRIOR PLATE and fill in all the prior plate fields (plate expiration, decal expiration, plate number, plate class, GVW if applicable and vehicle type). The decal expiration date and the plate expiration date are both just the month and year (do not enter the days) and you need to enter in the slashes, for example, type in 02/2002 for a Feb 2002 expiration date.

----- Forwarded by Kathy Hicken/US/MCS/PwC on 09/03/2002 07:53 PM -----

"Adams, Marcia S."

<Adams_MarciaS@scdps.s To: Kathy
Hicken/US/MCS/PwC@Monday-US

tate.sc.us> cc:

08/28/2002 04:13 PM Subject: RE:
information
that needs to go to all the field offices and all HQ
department that
process
registrations

I am sorry that I have been unable to call you. I will try again this afternoon. We have been very busy with our friends at the privatization committee. Beth asked me to wait to send this out. Apparently, she cannot get on of the steps to work when she tested it in the COMM Center. I am sure that she can give you more details than I can.

Thanks,
Marcia

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

From: kathy.hicken@us.pwcglobal.com
[mailto:kathy.hicken@us.pwcglobal.com]
Sent: Tuesday, August 27, 2002 10:53 PM
To: Adams_MarciaS@scdps.state.sc.us
Cc: Hamilton_BeverlyG@scdps.state.sc.us; Grant_BethB@scdps.state.sc.us;
henry_gaila@scdps.state.sc.us; patterson_hattiec@scdps.state.sc.us;
CATOE_JO_ANNG@scdps.state.sc.us; Fouty_PeggyD@scdps.state.sc.us
Subject: information that needs to go to all the field offices and all
HQ department that process registrations

Marcia.

Can you please get this out to the field offices? This is an area alot of people are having some trouble with and if the field offices learn to do this themselves it will prevent those emails from going to Data Quality.

If a customer wants to transfer a tag that is in the mainframe as a prior plate but that is not in Phoenix, first title the vehicle that the customer wants to transfer the tag to; if the vehicle has not been titled in Phoenix do a title only. Once the vehicle has been titled in Phoenix, use Transfer Plate (Phoenix function # 217). Under Transfer Plate identify the Target Vehicle (the vehicle the customer wants to transfer the tag to) by entering the vehicle's VIN or title number; then instead of entering the plate in the Transfer Plate field like you would normally do if the tag is in Phoenix, on the right hand side of the Transfer Plate screen use the Prior Plate fields to enter the plate that is not in Phoenix. Make sure you check the checkbox beside PRIOR PLATE and fill in all the prior plate fields (plate expiration, decal expiration, plate number, plate class, GVW if applicable and vehicle type). The decal expiration date and the plate expiration date are both just the month and year (do not enter the days) and you need to enter in the slashes, for example, type in 02/2002 for a Feb 2002 expiration date. Using the Prior Plate fields under Transfer Plate should always allow you to put a plate into Phoenix and immediately transfer it unless the plate has more than 1 year left on it. If the plate has more than one year left on it, Phoenix will give you an error message and the plate will need to be entered into Phoenix by the Data Quality Unit using Edit Registration; if this is the case and Data Quality has to enter the plate under Edit Registration, make sure in the email you include the title number of the vehicle the customer is transferring the tag to (the title only that you issued) so that they will put the tag on the correct vehicle; once Data Quality has added the tag you will need to collect the transfer plate fees under the Fee Collection function as Excess Remittance; in the comments field explain that due to a data error the tag had to be transferred by Data Quality.

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