

**From:** Adams, Marcia S.  
**To:** Hamilton, Beverly G <Hamilton\_BeverlyG@scdps.state.sc.us>  
**Date:** 8/9/2002 2:13:00 PM  
**Subject:** FW: Help Desk Problems

---

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

**From:** Adams, Marcia S.  
**Sent:** Thursday, August 08, 2002 9:07 AM  
**To:** DMV FO Managers  
**Cc:** DMV Help Desk; Data Quality; EPCommCenter; Earley, Jr., James E.; Findlay, Terry S.  
**Subject:** Help Desk Problems

There has been some confusion in who to notify when there are problems with the Phoenix system. **Please notify the DMV Help Desk either by phone at (803)896-0566 or by e-mail using the "DMV Help Desk" address when you experience any problems. Do not call the EP Comm Center or the Data Quality Unit.** Follow the handout from the July 25 meeting when dealing with data conversion problems. Remember to let the Help Desk know that it is a data problem. Let them know how the data appears in the mainframe and be ready to identify , where possible, the customer name, driver's license number, tag number, VIN number, and title number. It is very important to follow this procedure so that we can assist you in the most efficient way possible.

Thanks,  
Marcia Adams