

From: Dolder, Rolf P.
To: Cason, Sandra G. <Cason_SandraG@scdps.state.sc.us>
CC: Adams, Marcia S. <Adams_MarciaS@scdps.state.sc.us>
Earley, Jr., James E. <Earley_JamesE@scdps.state.sc.us>
Phelps, Annie L. <Phelps_AnnieL@scdps.state.sc.us>
Date: 1/28/2003 12:25:42 PM
Subject: RE: No Photo Letter

Sandy, you should give some of those numbers to Janice or Debra, whichever one ran the query, to see why these were missed. Rolf

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

From: Cason, Sandra G.
Sent: Tuesday, January 28, 2003 8:32 AM
To: Phelps, Annie L.; Dolder, Rolf P.
Cc: Adams, Marcia S.; Earley, Jr., James E.
Subject: RE: No Photo Letter

Yesterday one of my Help Desk employees gave me a list of approximately 35 DL numbers that branch offices had called her because of incorrect expiration dates. These 35 were not on the original list that I was given so I forwarded the list of numbers to Rhonda Thompson so she could ensure the credentials were corrected. It appears that there were more than 85 driver licenses that were issued with incorrect expiration dates. I have asked the Help Desk Staff to report to me any outstanding trouble tickets they have for incorrect expiration dates.

Thanks

Sandy

Sandra G Cason
SCDPS DMV Help Desk
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-----Original Message-----

From: Phelps, Annie L.
Sent: Monday, January 27, 2003 11:30 AM
To: Dolder, Rolf P.
Cc: Adams, Marcia S.; Earley, Jr., James E.; Cason, Sandra G.
Subject: FW: No Photo Letter

Rolf,

Eighty-five of the driver licenses with incorrect expiration dates have been re-printed with the correct dates and mailed out with self-addressed stamped envelopes. Four did not have photo stored and a separate letter has gone out for those. Refer to Rhonda's email. If you have anything further, please advise.

Thanks,
Annie

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

From: Thompson, Rhonda S.
Sent: Wednesday, January 22, 2003 4:00 PM
To: Burgis, David
Cc: Adams, Marcia S.; Phelps, Annie L.
Subject: No Photo Letter

David-

In the process of reissuing the driver licenses with incorrect expiration dates, we found that 4 of the 89 customers did not have a photo stored in our data image file. Our office was unable to provide these four customers with a corrected license. Please review the attached letter I prepared as explanation for them.

The other 85 have been mailed with letters and self-addressed stamped envelopes.

Thank you-

Rhonda

<< File: system error ltrlll.doc >>