

From: Patterson, Hattie C.
To: Adams, Marcia S. <Adams_MarciaS@scdps.state.sc.us>
CC: Bryant, Irvin <Bryant_Irvin@scdps.state.sc.us>
Date: 7/13/2001 9:45:05 AM
Subject: FW: CHARLESTON COUNTY

As Information:

Charleston County had a problem and was not able to transmitt records from June 29, 2001 through July 10, 2001. We were aware of the problem but it was a county problem. Since they began transmitting, the decals were processed in the overnight process that were completed correctly by the customer, they should be in the mail. Our computer is showing the proper date the taxes were paid. The only really negative impact is the exception list that goes to Biennial will contain all the records from June 29 through July 10, 2001 on one list. Irvin has requested a re-run of the list and will process the exceptions.

Irvin has notified the Call Center, David Findley and Annie.

If you have any question, please let call me or you can contact Irvin.

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

From: Bryant, Irvin
Sent: Friday, July 13, 2001 9:31 AM
To: Phelps, Annie L.
Cc: Findlay, W. David; Patterson, Hattie C.
Subject: RE: CHARLESTON COUNTY

We have 36 pages for Charleston County on the exception report which is an increase. There should be much of a problem if any at the branch office since the problem have been resolved. Everything could have been issued on those days have went through the overnight process.

The call center and David was notified initial e-mail. I have told the call center already that the problem have be resolved.

I notified accounting of the problem as well and will let them know that the problem is resolved as well.

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

From: Phelps, Annie L.
Sent: Friday, July 13, 2001 8:09 AM
To: Bryant, Irvin
Cc: Patterson, Hattie C.
Subject: RE: CHARLESTON COUNTY

Has this increased the printouts on exception sheets? Also did you or Hattie advise David Findley to give the Charleston offices some notice, just in case the people inquire about their decals. What about inquiries in the phone unit?

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

From: Bryant, Irvin
Sent: Thursday, July 12, 2001 12:51 PM
To: Patterson, Hattie C.
Cc: Phelps, Annie L.; Scott, Laverne A.
Subject: CHARLESTON COUNTY

Please be advised that Charleston County has resolved their problems and have been transmitting since July 10, 2001.

Those days transmissions were processed through the overnight process.