

From: Hamilton, Beverly G
To: Earley, Jr., James E. <Earley_JamesE@scdps.state.sc.us>
McWhorter, Larry <larrymcwhorter@scdps.net>
CC: Uswa, Wanda P. <Uswa_WandaP@scdps.state.sc.us>
Burgis, David <Burgis_David@scdps.state.sc.us>
Adams, Marcia S. <Adams_MarciaS@scdps.state.sc.us>
Date: 1/30/2003 10:49:58 AM
Subject: RE: January 28, 2003

Jimmy, I met with Jan Hott who says that we can test this in the Shop Road office since they are on the state telephone system. What we have in mind is to have an answering service similar to what is used in the Call Center - with information on office hours, basic information related to documents needed for a DL, etc.. I don't anticipate this being tied into our computer system in any way.

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

From: Earley, Jr., James E.
Sent: Thursday, January 30, 2003 10:29 AM
To: McWhorter, Larry; Hamilton, Beverly G
Cc: Uswa, Wanda P.; Burgis, David; Adams, Marcia S.; Earley, Jr., James E.
Subject: RE: January 28, 2003

Larry,

Your response states that an automated answering system will be installed in one of our branch offices. I am afraid that there is no way to implement this type of service without installing an entirely new and different phone system in the field office. Current systems do not offer this capability.

As for the titles that should have been printed on 12/9, Darl and Rolf are continuing to research this issue. For the month of January, we have reconciled the number of titles that should have been produced (according to the system) with the number of titles actually printed. There are two days in December that are still in question, including 12/9. As a last check, we have asked OIR to provide the daily operations logs that indicate the range of control numbers for registrations/titles that printed. I will keep everyone update on this issue.

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

From: McWhorter, Larry [mailto:larrymcwhorter@scdps.net]
Sent: Wednesday, January 29, 2003 2:33 PM
To: Hamilton, Beverly G
Cc: Uswa, Wanda P.; Burgis, David; Adams, Marcia S.; Earley, Jr., James E.
Subject: January 28, 2003

<< File: Jimmy Smith draft response for BBR.doc >> Is this rewrite accurate? Would you like to say any of it differently? BBR wants to get this out quickly so please let me know. Thanks.