

**From:** Bales, Tejal

**To:** Phelps, Annie L. <Phelps\_AnnieL@scdps.state.sc.us>

Wicker, Anne B. <Wicker\_AnneB@scdps.state.sc.us>

**CC:** Thomas, Lottie <Thomas\_Lottie@scdps.state.sc.us>

Adams, Marcia S. <Adams\_MarciaS@scdps.state.sc.us>

**Date:** 4/18/2001 4:16:12 PM

**Subject:** FW: Return Checks

**Attachments:** Average RC Collection.xls

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OK, you see the trend in "red" for DMV. I guess Driver records can tell us how many files they get from Teresa to be processed after the initial NSF time has passed and "suspensions" need to be recorded in a customer's driver record.

Annie, can you plz tell us out of the red #, how many files we get? thx tejai

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

**From:** Johnson, Laura P.

**Sent:** Friday, April 13, 2001 4:13 PM

**To:** Bales, Tejal

**Subject:** Return Checks

Due to strict time constraints, I was only able to do a 3 month analysis. If you need more info., I will try to squeeze in the time to do it whenever I can. I am enclosing a spreadsheet that I think would be of benefit to you.

The "Total \$ Payments Received" on the spreadsheet is the exactly what it says. Please do not misunderstand this to mean that of the return checks received in the month, this is the total payment received for those checks. If we received the check in December of last year and the payment was received in January, the payment would show as a January payment. There is no way to show that x number of return checks received in a month were also paid in the same month unless a program is written by ITO.

Also,

- We average about 400 checks per month.
- On all 400 checks, we send out a first letter notifying the payor that the check has been returned.
- I cannot tell you of the first letters sent, how many people pay immediately. Time will not permit me to go and examine 400 return letters sent out.
- We also send out a second letter **only** for tags. We hand carry a list to Driver Records informing them of the persons that have not paid on the first letter. We estimate that there are about 25 people on this list. This list is given to Driver Records once a week.
- Based on 400 returned checks per month, we estimate that 225 do not pay by the suspension date and are therefore suspended.