

From: Bales, Tejal
To: Harrison, Johnny A. <Harrison_johnnya@scdps.state.sc.us>
CC: Deleon, Wanda J. <Deleon_WandaJ@scdps.state.sc.us>
Adams, Marcia S. <Adams_MarciaS@scdps.state.sc.us>
Date: 9/25/2001 2:35:09 PM
Subject: RE: DMV Refunds

Johnny, plz check your voicemail for my response.

The refund request research process is in 2 parts.

1) Research for field branches for items above the line on a refund request,(ie. for data that is prepared by the field branches).

2) Below the line for DMV Audit & Review for correct use of GL a/c's and the amount requested on the refund is properly identified and amount is correct.

As you know, #1 is made up of more that 75% of our refunds, which means it takes additional time for the field to research and then mailed back to us and inturn to you. At times, even with 2nd review process, some are returned from DPS A/P.

Plz keep in mind, the flow of these refunds can not be predicted. When, branches do not have the manpower to conduct the research, the refunds get delayed.

Plz advise your staff of the volatility, and we will keep you informed of any changes.

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

From: Harrison, Johnny A.
Sent: Thursday, September 20, 2001 3:46 PM
To: Bales, Tejal
Subject: FW: DMV Refunds

Do you have any idea?

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

From: Jennings, Pamela B.
Sent: Thursday, September 20, 2001 2:36 PM
To: Harrison, Johnny A.
Subject: DMV Refunds

We have not gotten many refunds in lately. Can you please check to see if maybe they are behind again in Audit and Review and are being held. Or maybe there is some other reason we are not getting many in. Thanks, Pam

Pam Jennings
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