From: Meares, Donna

To: Adams, Marcia S <Marcia.Adams@SCDMV.net>

        McClary, Karl L <Karl.McClary@scdmv.net>

Date: 4/2/2010 2:52:49 PM

Subject: FW: User Feedback

FYI

-----Original Message-----
From: IntranetAdmin@scdmv.net [mailto:IntranetAdmin@scdmv.net]
Sent: Friday, April 02, 2010 1:28 PM
To: Meares, Donna
Subject: User Feedback

The following comments were received through the Intranet feedback form:

Comment Type: Suggestion
Name: Michelle Henning
Office: Dealer Central 85
Email: MICHELLE.HENNING@SCDMV.NET
Phone: 1-843-953-6089
Fax: 1-843-953-6061

Comments:
Good Day!

      My name is Michelle Henning and I work at Dealer Central 85 in N.Charleston, SC. At this location we deal with "runners" who bring work to our location to process for Dealers. We do 3 transactions at the front window or they can drop off mass and pick up at a later date. The individual who is waiting can either pay by: cash, check, money order, or debit/credit or payment to account.   If the individual pays by debit/credit they have to come into the portion of the office where all employees process work and is open to the eye of everything we handle on a daily bases: (titles, cash, av's, safe, etc) therefore we are at risk for a security breach behind the counter if the individual decides to "harm" an employee. My suggestion is this... Have a computer up front with a credit card machine by the window where the individual signs in and waits. This computer will allow each employee to touch the screen of the work they processed by name or transaction number (computer they are assigned to) for credit/debit card holders and have the Individual pay up front instead of risking our safety letting the person in the back where each of us are working. Kind of like at a local DMV when someone comes in to obtain DUPC (sc credential) it goes from the location the Individual paid at and then is sent to the camera computer.