

From: Adams, Marcia S.
To: Burgis, David <Burgis_David@scdps.state.sc.us>
Date: 9/18/2002 3:49:53 PM
Subject: FW: Ms Robin Watkins

I just saw this. Would you like me to call Ms Watkins?

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

From: Brooks, Bonnie
Sent: Tuesday, September 17, 2002 1:25 PM
To: Adams, Marcia S.
Subject: RE: Ms Robin Watkins

Okay...would you have a moment to call Ms. Watkins and explain the situation (I'm afraid she's going to ask more questions, and this laywoman won't have the answers!). THANKS.

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

From: Adams, Marcia S.
Sent: Tuesday, September 17, 2002 12:23 PM
To: Brooks, Bonnie
Cc: Burgis, David
Subject: Ms Robin Watkins

Bonnie,

The situation mentioned in the call only occurs when the renewal is more than one year past the plate expiration date. The Phoenix system forces the customer rep to issue the decal through the "new registration" screen. This screen automatically assigns the month of expiration as the current month. If the renewal is less than one year within the plate expiration date, the customer rep uses the "renewal" screen to process the transaction. In this case, the month decal issued is the true expiration month. This process is no different than what occurred in the old mainframe system. If the renewal occurred more than one year past the expiration date, the system forced us to issue a new registration instead of a renewal registration. The only difference is that the Phoenix system alerts the customer rep to the situation, whereas the mainframe did not. We have submitted a request to change the Phoenix system to allow the customer rep to be able to change the renewal month when the renewal occurs more than one year past the plate expiration date. Please let me know if you need any additional information.

Thanks,
Marcia