

From: Adams, Marcia S.
To: Earley, Jr., James E. <Earley_JamesE@scdps.state.sc.us>
Date: 11/6/2002 11:42:31 AM
Subject: FW: Exceptions Reports

Do we need to meet about this? There seems to be many e-mails back and forth between Rhonda and Darl. Obviously, we still have a problem, but I am not sure that Rhonda has clearly defined it. I will work with her on that.

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

From: Thompson, Rhonda S.
Sent: Wednesday, November 06, 2002 10:41 AM
To: Neiswonger, William D.
Cc: Yandle, Janice; Tucker, Ida G.; Phelps, Annie L.; Adams, Marcia S.
Subject: Exceptions Reports

Darl-

I wanted to follow up on our previous conversations regarding the "already renewed" entries in the exceptions reports. Of the 11, 076 customer entries from the four reports we received on Friday, November 1, 2002, approximately 70% have been renewed through a DMV Field Office. As we discussed, we do not understand why these types of entries would appear in the exceptions reports. You indicated to Ida on yesterday we may want to contact Janice Yandle to determine a resolution. I am hopeful with you and Janice involved this problem can be corrected soon.

Also, in today's exception report, counties 1-38 reported zero renewals, and this is could not be correct. Can you assist us with this?

Many thanks!
Rhonda