

State of South Carolina

Department of Motor Vehicles

Ongoing E-citation Issues

The SCDMV Ticket Unit continues to receive paper tickets for cases already in SCUTTIES and awaiting disposition. Before mailing any paper tickets, courts must first attempt to resolve any CMS eDisposition Reporting Portal errors. If the court is unable to resolve the error, they should contact SCJB Application Support for assistance.

If SCJB is unable to correct the issue and the court is instructed to send a certified copy to the DMV, please contact Sandra Fruster or Karen Dailey before mailing any paper tickets.

Following this process will help prevent unnecessary back-and-forth mailing of tickets.

Upon approval to submit a paper copy of the citation to the DMV, please refer to the “**DMV Requirements for Certified Copies**” email sent in June 2024 for detailed instructions.

For “**Ticket not found**” errors, the court will need to submit a request to the issuing officer or law enforcement agency to have the citation entered into SCUTTIES.

There may be some circumstances when a citation will need to be deleted from SCUTTIES and reentered manually by the officer. If a citation needs to be deleted from SCUTTIES the officer must email Karen Dailey at Karen.dailey@scdmv.net requesting the deletion of the ticket. Once the citation has been reentered into SCUTTIES the court should resubmit the disposition electronically.

Paper copies of tickets **WILL BE** accepted **ONLY** for the following:

❖ **Processed in Bond Court – Please write on ticket “Bond Court”**

- ✓ Complete proper sections on ticket
- ✓ Information must be legible
- ✓ Legible ticket number
- ✓ One ticket per page
- ✓ Disposition
- ✓ Disposition Date
- ✓ Judge’s Signature
- ✓ Certified Date

❖ **Case re-opened – copy of the ticket must contain:**

- ✓ New disposition
- ✓ New disposition date
- ✓ Updated certified corrected date
- ✓ Judge’s signature or initial on ticket

*** You will NOT be able to re-submit this ticket electronically via E-Citation***

******If any of the above information is not legible or missing or not located on the ORIGINAL ticket, not a letter, memo, or any other paperwork, the ticket will be returned for corrections******

******DMV will NOT provide letters or any kind of confirmation of receiving these tickets******

SCDMV Contact Information

SCDMV
Attn: Ticket Unit
PO Box 1498
Blythewood, SC 29016

Ticket Unit Manager
Sandra Fruster @ Sandra.fruster@scdmv.net
803-896-9572
Fax 803-896-7621
Ticketunit@scdmv.net

Ticket Unit Supervisor
Jolene Boyd @ Jolene.boyd@scdmv.net
803-896-0718

E-Citation Program Coordinator
Karen Dailey @ Karen.dailey@scdmv.net
803-896-9614