

## 5. Tell customers what happens next

When you ask citizens or businesses to do something, they usually want to know what will happen after they do it. Will you be contacting them? Sending them a receipt? Mailing them a copy?

### How do I do this?

- After your instructions, clearly state how you will respond when they comply.
- If you won't be responding, let them know.

### Why do this?

- You will reassure the customer.
- You may prevent unnecessary phone calls from the customer.

Do	Don't
<p><b>If you have been arrested or charged with an alcohol/drug related offense, your driving privilege can be suspended, revoked, or denied.</b></p> <p><b>If you intend to seek deferred prosecution from the court, you may use this form to request that we stay (not impose) this action. The stay will be no longer than 150 days after the charges are filed, or two years after the date of the arrest, whichever time period is shorter.</b></p> <p><b>To qualify for a stay, you must:</b></p> <ul style="list-style-type: none"><li>- <b>have submitted to a breath/blood test.</b></li><li>- <b>have not entered into an alcohol/drug related deferred prosecution program previously.</b></li><li>- <b>file an intent to seek deferred prosecution with us.</b></li></ul> <p><b>To file an intent to seek deferred prosecution, complete this form and mail it to:</b></p> <p><b>Department of Licensing Deferred Prosecution PO Box 9030</b></p>	<p>The petitioner was arrested on _____ <b>and submitted to a breath or blood test.</b> After the Department of Licensing received the law-enforcement officer's sworn report of the arrest and <b>breath and/or blood test results</b>, the Department of Licensing informed petitioner that his/her driver's license, permit, or privilege to drive has been or will be suspended, revoked or denied (as described in RCW 46.20.308 (7)).</p> <p>Criminal charges arising out of the same arrest have been or may be filed and petitioner intends to enter into a deferred prosecution agreement. Petitioner asks that pending the entry of a likely deferred prosecution agreement, that the Department of Licensing stay the administrative suspension or revocation of driving privileges. Petitioner understands the stay shall be no longer than one hundred fifty (150) days after the date charges are filed, or two years after the date of the arrest, whichever time period is shorter.</p> <p>In order to qualify for a deferred prosecution on the underlying criminal charge, petitioner</p>

<p><b>Olympia, WA 98607-9030</b></p> <p><b>If you qualify, we will notify you by mail. If you had a valid Washington driver license when you were arrested, a temporary driver license will be enclosed with your notification.</b></p>	<p>understands the court must find the wrongful conduct charged is the result of or caused by a) alcoholism, and/or b) drug addiction, and/or c) a mental problem. Petitioner also understands that he/she is not eligible for a deferred prosecution program more than once.</p>
<p><b>Mail us your payment. You will receive your certificate in the mail, usually within two weeks.</b></p>	<p>Mail in your payment.</p>

**If they don't respond, state the consequence.** If the customer will lose benefits, say so directly.

Do	Don't
<p><b>You must call in each week or you will not get a check.</b></p>	<p>You must certify your job search each week to receive benefits.</p>
<p><b>If you do not respond to this notice, you will have to repay the benefits you received.</b></p>	<p>Our records indicate that you did not report your full income while receiving benefits. This may be deemed an overpayment. If you dispute this fact, you must file an appeal.</p>

**Use tables for "if-then" statements.**

Do	Don't
<p><b>We must receive your completed application form on or before the following dates:</b></p> <p>If you submit your form ... We must receive it by ...</p> <p>Electronically      The 25th of the month</p> <p>By mail                The 15th of the month</p>	<p>The Department of Revenue must receive your completed application form on or before the 15th day of the second month following the month you are reporting if you do not submit your application electronically or the 25th day of the month following the second month you are reporting if you submit your application electronically.</p>