

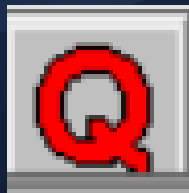
OSHA Express Workflow

The OSHA Express system provides a feature that facilitates the workflow within the OSHA Express environment.


- The workflow system employs a series of system defined queues which enable users to route and transfer work from one logical location to another.
- The workflow system can be envisioned as virtual in-boxes where work can be sent for the required processing.

One of the primary benefits of the OSHA Express workflow system is that it enables multiple users to view and process the workload at the same time.

Working in the QUEUE



OSHA Express™

Powered by ACS Technology 

The fast, easy, user-friendly All-In-One solution
for OSHA state-plan states



Fast

Makes use of the latest database and development environments for unparalleled speed



Intuitive

Well-designed interfaces that are ergonomically suited for easy and efficient processing



Feature-Rich

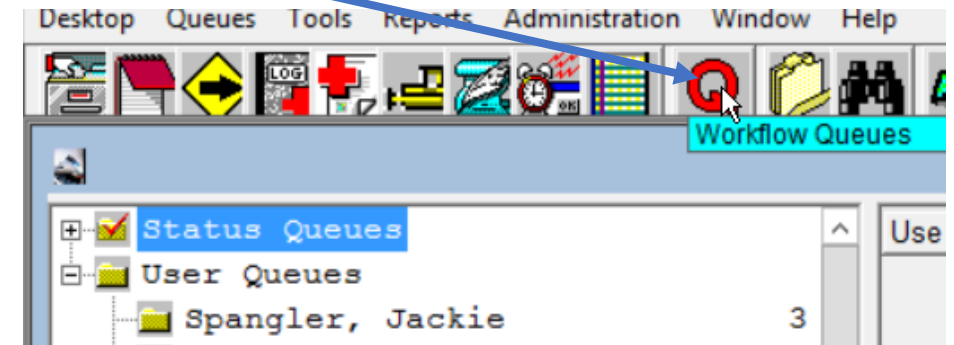
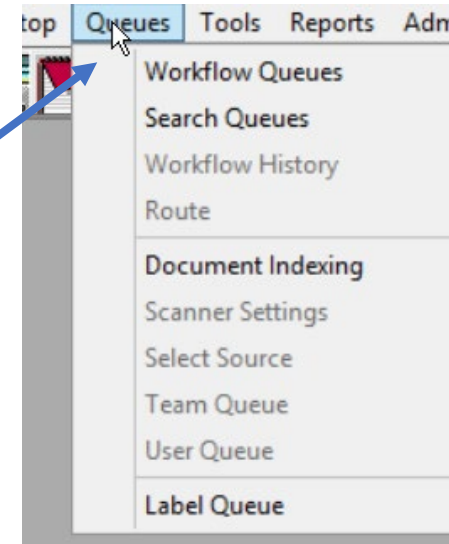
State-of-the-art technology that streamlines workflow and business processes

Secure → Simple → Streamlined



What is a QUEUE ?

- The OSHA Express workflow system can be accessed by clicking on the **Workflow Queues menu item** under the **Queues menu**, or by clicking on the **Workflow Queues toolbar icon**.
- There are two types of queues that are available within the workflow system: status queues and user queues.
- All users will be able to route to any of the queues; however, the ability to retrieve and view the entries on a particular queue is controlled by the authority granted to each user. In other words, users will only see the queues that are pertinent for their work and job duties.
- **User queues** are personal queues where users can store and track files while they are performing their work.
- A user queue is only visible to the user to whom it is assigned and their managers and/or supervisor.



Workflow Routing



- There is no limit to the number of times that a queue entry can be routed throughout the system. Think of it as the “OE email system”.
- There are certain requirements for routing a queue entry that is the same as sending an email.
- A status queue and user must be selected in the “**Route To**” section, and some narrative information is required in the route notes.
- You can then click the **Route** button to route the queue entry.
- A queue entry can also be routed with a different **priority**; High Priority, Normal Priority, or Low Priority, with the default being “Normal Priority.” Normal Priority is what you will use.
- * Note* If you do not have anything in your Queue you will not have a Queue Folder when you access the QUEUE on the Dashboard.



When routing in the Queue you are limited to what you can see in the route Narrative notes section in the OE and this section does not print out. For more comprehensive information that needs to be seen concerning the file always use the Communication Log. The Communication Log prints out in the OE.

Queue History									
Date	Time	Status	Routed By	Route To	Route Narrative	Dept	User	Folder	Diary
01/15/2021	12:15:15	MI	ddballew	ddballew	INSPECTION ROUTE	OSHA	ddballew		<input type="checkbox"/>
04/12/2021	15:36:04	MI	ddballew	ckknezevich	(Route) ROUTE	OSHA	ckknezevich		<input type="checkbox"/>
04/15/2021	10:07:41	FI	ckknezevich	FI		OSHA			<input type="checkbox"/>
04/26/2021	14:37:25	MI	ckknezevich	ddballew	(Route) ROUTED TO CSHO FOR CHANGE TO LACK OF BR	OSHA	ddballew		<input type="checkbox"/>
04/27/2021	09:45:28	MI	ddballew	ckknezevich	(Route) ROUTE	OSHA	ckknezevich		<input type="checkbox"/>
04/28/2021	10:28:52	FI	ddballew	FI		OSHA			<input type="checkbox"/>
04/28/2021	10:29:04	FI	ddballew	FI		OSHA			<input type="checkbox"/>
04/30/2021	08:21:41	MI	ckknezevich	vlvoight	(Route) CFR MULTI-ER SITE FATALITY INSPECTION	OSHA	vlvoight		<input type="checkbox"/>
05/03/2021	17:36:56	MI	vlvoight	ckknezevich	SEE NOTES	OSHA	ckknezevich		<input type="checkbox"/>
05/05/2021	08:33:17	FI	ckknezevich	FI		OSHA			<input type="checkbox"/>
05/06/2021	14:55:03	MI	ddballew	ckknezevich	(Route) ROUTE	OSHA	ckknezevich		<input type="checkbox"/>
05/07/2021	08:19:40	MI	ckknezevich	ddballew	(Route) REVISE CITATION 1, ITEM 1 PER PHONE DISCUSS	OSHA	ddballew		<input type="checkbox"/>
05/10/2021	12:20:09	MI	ddballew	ckknezevich	(Route) CHANGED TO WS.	OSHA	ckknezevich		<input type="checkbox"/>
05/13/2021	07:06:21	MI	ckknezevich	vlvoight	(Route) CFR MULTI-ER SITE - 2ND REVIEW	OSHA	vlvoight		<input type="checkbox"/>
05/13/2021	09:35:31	MI	vlvoight	ckknezevich	READY FOR CFR	OSHA	ckknezevich		<input type="checkbox"/>
05/13/2021	10:07:40	MI	ckknezevich	pmsullivan	(Route) CFR - MULTI-ER SITE - WALL COLLAPSE FOR REV	OSHA	pmsullivan		<input type="checkbox"/>
05/26/2021	05:32:18	FI	ckknezevich	FI		OSHA			<input type="checkbox"/>
05/26/2021	05:33:09	FI	ckknezevich	FI		OSHA			<input type="checkbox"/>
05/26/2021	05:33:17	FI	ckknezevich	FI		OSHA			<input type="checkbox"/>

Row 1 of 42

Notes

Communication Log

Audit Log

Contact Date: 01/13/2021 16:53

Type: Other

Intake: ddballew 04/12/2021 16:53

Contact Name: Denese Ballew

Phone:

Email:

Subject: Opening

Comments: CSHO conducted opening conf & walkaround insp.

Add

Delete

#	Date/Time	Contact Name	Subject	Comments
1	01/13/21 16:53	Denese Ballew	Opening	CSHO conducted opening conf & walkaround insp.
2	01/15/21 12:20	Tena Clark	Initial NOK Ltr.	Mailed initial next-of-kin letter prepared by CSHO.
3	01/27/21 14:35	Tena Clark	Atty. Rep./Disclosure Ltr	Rec'd atty representation letter and disclosure request. Email
4	01/27/21 14:37	Tena Clark	Atty. Contact Info.	Atty for Estate of Marcelino Hernandez: Michelle Clifton, Gra
5	04/12/21 16:54	Denese Ballew	Submit	File to Supv. for review.
6	07/06/21 05:36	Kay Knezevich	Processing	Approved to process and issue citations on 7/7. And then CSH
7	07/06/21 05:38	Kay Knezevich	Processing.	Approved to process and issue citations on 7/7/21
8	07/06/21 08:06	Tena Clark	Citation Processed	Citation processed for mailing 7/7/2021.
9	07/07/21 08:54	Tena Clark	Citation Mailed	Citation mailed to employer.
10	07/13/21 11:19	Denese Ballew	NOK Results	Letter sent to deceased lawyer.
11	07/19/21 14:06	Tena Clark	Gr. Card/IC Request	Green card signed 7/10/2021 per USPS website, rec'd request

Row 1 of 21

- This is a QUEUE where routing has taken place. You will see the bottom section where all route notes associated with that particular file have taken place. Note also that the Mail folder is closed and not opened. This tells you that you have not opened the mail and addressed it and routed back to the sender if needed.

	318057676	I	MI	01/29/2021	Jim Root	(Route) CIT. PKG READY FOR SIGNATURE
	318057684	I	MI	01/29/2021	Honda Power Equipment	(Route) CITATION PKG READY FOR SIGNATURE

Row 1 of 3 ☒ View Route Notes

Route Notes: (Route) CIT PKG FOR SIGNATURE

Date	Time	Route By	Route To	Diary	Route Notes
01/28/2021	15:23:34	ckknezevic	mlgruber		(Route) FOR YOUR REVIEW
01/28/2021	15:24:40	mlgruber	ckknezevic		(Route) APPROVED
01/29/2021	02:32:25	dtduncan	jsspangler		(Route) CIT PKG FOR SIGNATURE

Route Document To: ☐ Expand All

- Carolina Star
 - Apodaca, Anna
 - Brown, Morgan



To “Queue” to someone you will have the item open, then click on QUEUE, then ROUTE or you can use the Route Activity Box on the Dashboard

Desktop Queues Tools Reports Administration Window Help

Workflow Queues
Search Queues
Workflow History
Route
Document Indexing
Scanner Settings
Select Source
Team Queue
User Queue
Label Queue

Inspection Update - 318229770

0236 Establishment: Phoenix Counseling Center
2505 Court Street, Gastonia, NC 28054

Emphasis/Initiatives OSHA-1AC OSHA-1671 Health Violations OSHA File

24. Inspection Type Programmed Planned
25. Inspection Classification
☐ Safety Manufacturing ☒ Health Manufacturing ☐ Migrant
☐ Safety Construction ☐ Health Construction
☐ Safety Maritime ☐ Health Maritime
26. Employed in Establishment 66
27. Covered by Inspection 66
28. Controlled by Employer 159
29. Union? No
30. Employee Walk Around No
31. Employee Interviewed Yes
35. Scope of Inspection Comprehensive Inspection
43. Reason No Inspection
97. Federal Contractor Unknown
98. Attempt to collect info Yes
99. Imminent Danger Notice No 00/00/0000

1. R
2. C
a. Name
b. Job Title Health Compliance Officer
c. Supervisor Assigned Cagle, Jennie
d. Trainee(1)
e. Trainee(2)
3. Optional Report Number 008-22
18. Legal Entity Corporation
20. Type of Business Counseling Center
21. Inspection Category Health ☐ Joint
22. Primary NAICS/SIC 623990 8361
23. Secondary NAICS/SIC ☒ NAICS/SIC Xref
a. Guide
b. Inspected

5. Related Activity

Type	Number	Sat Safety?	Sat Health?	Cmp/Ref Close	Related Close Date
------	--------	-------------	-------------	---------------	--------------------

Add Delete

42. Optional Information

Type	ID	Value
S	01	0.92
S	03	80
S	05	10/20/2021

Add Delete



The Route Activity box will open up and this is where you will assign to the person you want to receive it, and place your route notes in the Route Note Box and tab off.

Inspection Update - 318229770

Inspection Number: 318229770 150236 Establishment: Phoenix Counseling Center
Inspection Date: 09/30/2021 **95** 2505 Court Street, Gastonia, NC 28054

Inspection Dates Contacts Emphasis/Initiatives OSHA-1AC OSHA-1671 Health Violations

1. Reporting ID: 0453730
2. CSHO Information
a. CSHO ID: Cosgrove, Kevin
b. Job Title: Health Compliance Officer
c. Supervisor Assigned: Cagle, Jennie
d. Trainee(1):
e. Trainee(2):
3. Optional Report Number: 008-22
18. Legal Entity: Corporation
20. Type of Business: Counseling Center
21. Inspection Category: Health ☐ Joint
22. Primary NAICS/SIC: 623990 8361
23. Secondary NAICS/SIC: ☒ NAICS/SIC Xref
a. Guide:
b. Inspected:
24. Inspection Type: Programmed Planned
25. Inspection Classification
☐ Safety Manufacturing ☒ Health Manufacturing
☐ Safety Construction ☐ Health Construction
☐ Safety Maritime ☐ Health Maritime
26. Employed in Establishment: 66
27. Covered by Inspection: 66
28. Controlled by Employer: 159
29. Union?: No
30. Employee Walk Around: No
31. Employee Interviewed: Yes
35. Scope of Inspection: Comprehensive Inspection
43. Reason No Inspection:
97. Federal Contractor: Unknown
98. Attempt to collect info: Yes
99. Imminent Danger Notice: No 00/00/0000

5. Related Activity

Type	Number	Sat Safety?	Sat Health?	Cmp/Ref Close	Related Close Date
------	--------	-------------	-------------	---------------	--------------------

Add

42. Optional Information

Type	ID	Value
S	01	0.92
S	03	80
S	05	10/20/2021

Add

Route Activity

Route Notes:

Diary Days:
Diary Date: 01/05/2022
Priority: Normal Priority

- Discrimination Cases
- Fatality/SI Intake
- Final Review
- Green Cards
- Informal Conference
- Legal Services
- Mail In (Default)
- OSHA Director
- Penalty Clerk
- PMA
- Progress Reports
- Quality Assurance
- Referrals
- Review
- User Queue
 - Jackie Spangler
- State Agencies
 - North Carolina DOL

Route Cancel ☐ Expand All



To find the person that you will be routing information and updates to you will have to click the PLUS (+) sign beside the folder that is labeled +North Carolina DOL-then +OSH Enforcement Folder-scroll down until you see the +District folder or division you will need and click the Plus (+) sign to open that group. Click on the folder beside the persons name you want to route to. A red check mark will appear on their folder name.

You can also route an item to yourself by clicking on your name and it will be in your QUEUE.

The screenshot shows two overlapping windows from a software application. The background window is titled 'Inspection Update - 318229770'. It contains a form for updating inspection details. The top section shows 'Inspection Number: 318229770', '150236', 'Establishment: Phoenix Counseling Center', 'Inspection Date: 09/30/2021', and a yellow box with the number '95'. Below this is a tabbed interface with 'Inspection' selected. The form is divided into several sections: 1. Reporting ID (0453730), 2. CSHO Information (a. CSHO ID: Cosgrove, Kevin; b. Job Title: Health Compliance Officer; c. Supervisor Assigned: Cagle, Jennie; d. Trainee(1); e. Trainee(2)), 3. Optional Report Number (008-22), 18. Legal Entity (Corporation), 20. Type of Business (Counseling Center), 21. Inspection Category (Health), 22. Primary NAICS/SIC (623990, 8361), 23. Secondary NAICS/SIC (checked NAICS/SIC Xref), 24. Inspection Type (Programmed Planned), 25. Inspection Classification (Safety Manufacturing, Safety Construction, Safety Maritime, Health Manufacturing, Health Construction, Health Maritime), 26. Employed in Establishment (66), 27. Covered by Inspection (66), 28. Controlled by Employer (159), 29. Union? (No), 30. Employee Walk Around (No), 31. Employee Interviewed (Yes), 35. Scope of Inspection (Comprehensive Inspection), 43. Reason No Inspection (Unknown), 97. Federal Contractor (Yes), 98. Attempt to collect info (Yes), 99. Imminent Danger Notice (No). At the bottom, there is a table for '42. Optional Information' with columns 'Type', 'ID', and 'Value'. The table contains three rows: (S, 01, 0.92), (S, 03, 80), and (S, 05, 10/20/2021). The foreground window is titled 'Route Activity'. It has a 'Route Notes' field, 'Diary Days' and 'Diary Date' (01/05/2022) dropdowns, and a 'Priority' dropdown set to 'Normal Priority'. Below these is a tree view showing a hierarchy: OSHA Enforcement > Admin Support > ASH > AG > Budget > Communications > Complaint Desk > ETTA Support > Legal > District 01 > District 02 > District 03. Under District 03, there are four names: Burgette, Carl; Cagle, Jennie (highlighted with a red checkmark); Quiller, Grant; and Stone, Beverly. Below the tree view are 'Route' and 'Cancel' buttons, and an 'Expand All' checkbox.

Inspection Update - 318229770

Inspection Number: 318229770 150236 Establishment: Phoenix Counseling Center
Inspection Date: 09/30/2021 95 2505 Court Street, Gastonia, NC 28054

Inspection Dates Contacts Emphasis/Initiatives OSHA-1AC OSHA-1671 Health Violations

1. Reporting ID 0453730 24. Inspection Type Programmed Planned
2. CSHO Information 25. Inspection Classification
a. CSHO ID Cosgrove, Kevin ☐ Safety Manufacturing ☒ Health Manufacturing
b. Job Title Health Compliance Officer ☐ Safety Construction ☐ Health Construction
c. Supervisor Assigned Cagle, Jennie ☐ Safety Maritime ☐ Health Maritime
d. Trainee(1) 26. Employed in Establishment 66
e. Trainee(2) 27. Covered by Inspection 66
3. Optional Report Number 008-22 28. Controlled by Employer 159
18. Legal Entity Corporation 29. Union? No
20. Type of Business Counseling Center 30. Employee Walk Around No
21. Inspection Category Health ☐ Joint 31. Employee Interviewed Yes
22. Primary NAICS/SIC 623990 8361 35. Scope of Inspection Comprehensive Inspection
23. Secondary NAICS/SIC ☒ NAICS/SIC Xref 43. Reason No Inspection Unknown
a. Guide 97. Federal Contractor Yes
b. Inspected 98. Attempt to collect info Yes
99. Imminent Danger Notice No 00/00/0000

5. Related Activity

Type	Number	Sat Safety?	Sat Health?	Cmp/Ref Close	Related Close Date

Add

42. Optional Information

Type	ID	Value
S	01	0.92
S	03	80
S	05	10/20/2021

Add

Route Activity

Route Notes:

Diary Days:
Diary Date: 01/05/2022
Priority: Normal Priority

OSHA Enforcement
+ Admin Support
+ ASH
+ AG
+ Budget
+ Communications
+ Complaint Desk
+ ETTA Support
+ Legal
+ District 01
+ District 02
+ District 03
+ Burgette, Carl
+ ☒ Cagle, Jennie
+ Quiller, Grant
+ Stone, Beverly
+ Tipton, Robert
+ District 04
+ District 05

Route Cancel ☐ Expand All



You will then see the Request in your Workflow QUEUE Folder. You will open, update, and respond back using the Queue, once you complete and Queue back to the requestor the file will “leave” your queue.

Note it may appear to still be there, DO NOT file it. If you are uncertain that it went to the recipient, click on the **Green** refresh button, it will go away.



Use	Activity	Type	Stat	Route Date	Establishment	Route Notes
802649103	N	MI		03/25/2021	Francisco Hernandez Moling dba Fr	(Route) PLEASE MAKE THE UPDATES WE DISCU

Row 1 of 1 ☒ View Route Notes

Route Notes: (Route) PLEASE MAKE THE UPDATES WE DISCUSSED.

Date	Time	Route By	Route To	Diary	Route Notes
03/25/2021	11:17:24	jsspangler	mlbrown9		(Route) PLEASE MAKE THE UPDATES WE DISCUSSED.

Route Document To: ☐ Expand All

- Brown, Morgan
- Dennis, Jermaine
- Evans, Michelle
- Harris, Carlene
- Hogan, Timothy
- Lagoe, Wanda
- Smith, LaMont
- Watson, Meredith
- ACS
- OSH Directors Office

Route Notes

Normal Priority

Diary Days

Diary Date 03/25/2021

Route

File

Workflow Queues - User mlbrown9

- Status Queues
- User Queues
 - Spangler, Jackie 1
 - Apodaca, Anna 1
 - Atamaniuk, Jordan 2
 - Bellis, Chris 1
 - Briggs, Charmaine 1
 - Brown, Morgan 1**
 - Bryson, Kristi 2
 - Busick, Jennifer 2
 - Dickinson, Deena 1
 - Dozier, Horace 1
 - Dunlop, Willard 2
 - Edwards, Allison 1
 - Edwards, Madelyn 1
 - Fortner, Allen 1
 - Greene, Gregory 3
 - Griffis, Misha 2
 - Griffith, Ira 2
 - Gruber, Matthew 3

Use	Activity	Type	Stat	Route Date	Establishment	Route Notes
802649103	N	MI		03/25/2021	Francisco Hernandez Moling dba Fr	(Route) PLEASE MAKE THE UPDATES WE DISCU

Row 1 of 1 ☒ View Route Notes

Route Notes: (Route) PLEASE MAKE THE UPDATES WE DISCUSSED

Date	Time	Route By	Route To	Diary	Route Notes
03/25/2021	11:20:51	jsspangler	jsspangler		UPDATED AND REVISED.
03/25/2021	11:21:38	jsspangler	FI		
03/25/2021	11:49:17	jsspangler	mlbrown9		(Route) PLEASE MAKE THE UPDATES WE DISCUSSED



You will open the Activity/file in the top box area of the Workflow Queue user mailbox. Make you changes or update, Save your modifications and close it. To close and save your updates you can also click on the **Red X** in the upper right hand corner of the document.

EXAMPLES

Workflow Queues - User mlbrow9

Use	Activity	Type	Stat	Route Date	Establishment
	802649103	N	MI	03/25/2021	Francisco Hernandez Moling dba Franc (Route

Intervention - 802649103

Intervention Number: 802649103 Establishment: Francisco Hernandez Moling dba Francisco Moling
Intervention Date: 2/19/2016 159 Dorchester Street, Clemmons, NC 27012 Establishment

Intervention Emphasis/Initiatives Star/VPP OSHA File Authorization Intervention

3a. Intervention Type: Technical Assistance

3b. Additional Detail:

4. Intervention Date: 02/19/2016 11. Primary NAICS/SIC: 238170 1761

5. Reporting ID: 0453720 12. Union?: No ☒ NAICS/SIC Xref

6. CSHO ID: Lyle, David 13. Satisfied Safety/Health: Safety

7. Number of Estabs: 1 14. CCP Type:

8. In Attendance: 1 18. Closing Date: 02/19/2016

9. Affected: 1

10. Performed On Site?: Yes

2. Related Activities

Type	Number	Establishment
------	--------	---------------

Add Delete

19. Optional Information

Type	ID	Value
S	03	5

Add Delete

20. Supporting Documentation



Workflow Queues - User mlbrow9

Use	Activity	Type	Stat	Route Date	Establishment	Route Notes
	802649103	N	MI	03/25/2021	Francisco Hernandez Moling dba Franc	(Route) PLEASE MAKE THE UPDATES WE DISCU

Row 1 of 1

☒ View Route Notes

Route Notes: (Route) PLEASE MAKE THE UPDATES WE DISCUSSED.

Date	Time	Route By	Route To	Diary	Route Notes
03/25/2021	11:17:24	jsspangler	mlbrow9		(Route) PLEASE MAKE THE UPDATES WE DISCUSSED.

Route Document To: ☐ Expand All

Review

User Queue

☒ Jackie S Spangler

State Agencies

North Carolina DOL

OSHA Enforcement

Admin Support

ASH

Attorney General

Budget

Complaint Desk

Route Notes

UPDATED AND REVISED.

Normal Priority

☒ Diary Days

☐ Diary Date 03/25/2021

Route

File

Workflow Queues - User jsspangler

Use	Activity	Type	Stat	Route Date	Establishment	Route Notes
	318057684	I	MI	01/29/2021	Honda Power Equipment	(Route) CITATION PKG READY FOR SIGNATURE
	802649103	N	MI	03/25/2021	Francisco Hernandez Moling dba Fr	UPDATED AND REVISED.

Row 2 of 2

☒ View Route Notes

Route Notes: UPDATED AND REVISED.

Date	Time	Route By	Route To	Diary	Route Notes
03/25/2021	11:17:24	jsspangler	mlbrown9		(Route) PLEASE MAKE THE UPDATES WE DISCUSSED.
03/25/2021	11:20:51	jsspangler	jsspangler		UPDATED AND REVISED.

Route Document To: ☐ Expand All

Review

User Queue

Jackie S Spangler

State Agencies

North Carolina DOL

OSHA Enforcement

Admin Support

ASH

Route Notes

Normal Priority



Workflow Queues - User jsspangler

Use	Activity	Type	Stat	Route Date	Establishment	Route Notes
	318057684	I	MI	01/29/2021	Honda Power Equipment	(Route) CITATION PKG READY FOR SIGNATURE

Row 1 of 1

☒ View Route Notes

Route Notes: (Route) CITATION PKG READY FOR SIGNATURE

Date	Time	Route By	Route To	Diary	Route Notes
01/28/2021	15:37:21	dtduncan	mcedward		(Route) PLS RESIGN
01/29/2021	03:01:04	dtduncan	jsspangler		(Route) CITATION PKG READY FOR SIGNATURE
03/25/2021	11:12:55	jsspangler	FI		

Route Document To: ☐ Expand All

Review

User Queue

Jackie S Spangler

State Agencies

North Carolina DOL

OSHA Enforcement

Admin Support

ASH

Attorney General

Budget

Complaint Desk

Route Notes

Normal Priority

Diary Days

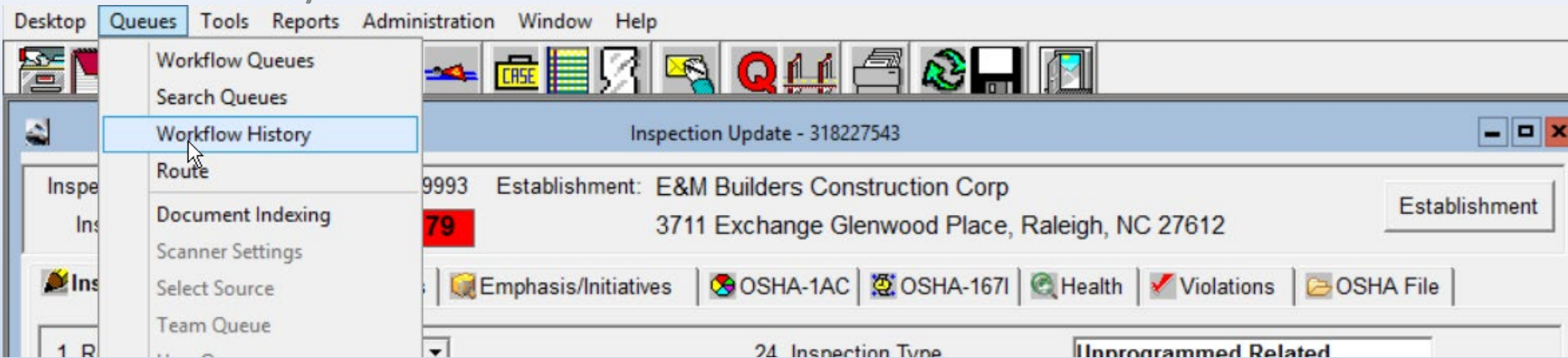
Diary Date

03/25/2021

Route

File

The inspection that you want to view must be opened in order to see the Workflow History.



Inspection Update - 318227543

Inspection Number: 318227543 149993 Establishment: E&M Builders Construction Corp
Inspection Date: 08/20/2021 **179** 3711 Exchange Glenwood Place, Raleigh, NC 27612

Inspection | Dates | Contacts | Emphasis/Initiatives | OSHA-1AC | OSHA-167I | Health | Violations | OSHA File

1. Reporting ID: 0453710 24. Inspection Type: Unprogrammed Related
2. CSHO Information 25. Inspection Classification

Queue History

Date	Time	Status	Routed By	Route To	Route Narrative	Dept	User	Folder	Diary
02/11/2022	16:10:25	MI	mrasdall	crmoore	(Route) READY FOR INITIAL REVIEW, FOLLOWED TIGER C	OSHA	crmoore		<input type="checkbox"/>
02/14/2022	16:33:39	MI	crmoore	mrasdall	REVIEWED FILE, SEE EMAILED COMMENTS	OSHA	mrasdall		<input type="checkbox"/>
02/15/2022	08:05:17	MI	mrasdall	crmoore	(Route) READY FOR ISSUE	OSHA	crmoore		<input type="checkbox"/>
02/15/2022	08:08:06	MI	crmoore	cmwood	OK TO PROCESS CITATIONS	OSHA	cmwood		<input type="checkbox"/>
02/15/2022	09:01:53	MI	cmwood	trobertson	PLS SCAN AND MAIL CITATIONS	OSHA	trobertson		<input type="checkbox"/>
02/15/2022	10:35:04	FI	trobertson	FI		OSHA			<input type="checkbox"/>



Choose any of the inspections here and queue to one of your class mates in attendance today. You will then open, retrieve and queue it back to the person that you received it from. You may queue more than one.

Remember once you queue something in the OE the queued item then becomes part of the “Workflow” history associated with that item.

Once you have completed this task, then go to your desktop QUEUE/Workflow History to review the queue and check the flow.



Inspection
318026408
318026259
318027489
318027513
318028917
318029402
318029899
318030046
318029766
318030525
318031036
318031655
318032372
318033271
318033313
318052081
318053352





REVIEW

- Routing
- The OSHA Express workflow system provides several methods to create an entry on a queue.
- Whenever an update is made to a file for which a queue entry does not already exist, you will be prompted to **route** the entry.
- The mechanism for the automatic route can be slightly different depending on the activity. For example, an update to an inspection will prompt you to route to your user queue.
- Other activities allow you to create/route the queue entry to any status queue or user. A queue entry can also be initiated into the workflow system at any time.
- When a file that is “**queue enabled**” is open (i.e. an inspection, complaint, accident, intervention etc.), and the window has focus, the “**Queues**” – “**Route**” menu item or the “**Route Activity**” toolbar icon can be selected to create the workflow entry.
- Note that the same file can exist in multiple queues at the same time (i.e. the equivalent of having a file in multiple in-boxes simultaneously).

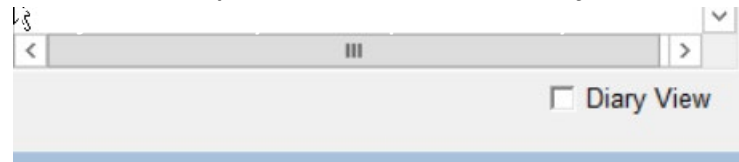


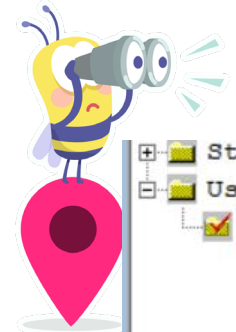


What is a Diary? How do I use it?



- The “**diary**” capabilities within the OSHA Express workflow system are available for when a “**tickler**” or reminder should pop up on your queue.
- An example may be when the citations are issued for a particular inspection and the inspector wants to remind themselves to follow up on the case when the first abatement dates are due.
- They would be allowed to set a diary date or a number of diary days for the queue entry so that it is “put to sleep” for a period of time. The queue entries that were routed with a diary date set will automatically activate when that specified date or number of days occurs and will appear in your queue along with all of your other queued items.
- There may be times when you may wish to access your diary early or to see what you have listed there, and if they are resolved. If so you can **FILE** them from the Diary.
- You can then click on the **Diary View** checkbox at the bottom of the queue selection interface.
- The diary queue entries can be viewed, processed and routed just like any other queue entry.





- Status Queues
- User Queues
 - Spangler, Jackie 1

☒ Diary View

Use	Activity	Type	Stat	Route Date	Establishment	Diary Date	Diary Narrative
	318221793	I	MI	02/15/2022	Waste Industries	02/16/2022	(Route) REVIEW

Row 1 of 1

☒ View Route Notes

Route Notes: (Route) REVIEW

Date	Time	Route By	Route To	Diary	Route Notes
02/15/2022	12:57:24	jspangler	jspangler	D	ROUTE
02/15/2022	13:10:52	jspangler	jspangler	D	(Route) REVIEW
02/15/2022	13:22:15	jspangler	FI		

Route Document To: ☐ Expand All

- OSHA Director
- Penalty Clerk
- PMA
- Progress Reports
- Quality Assurance
- Referrals
- Review
- User Queue
 - Jackie Spangler
- State Agencies
 - North Carolina DOL

Route Notes

☒ Diary Days

☐ Diary Date 02/15/2022



Questions?



Summary of Slides

