

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

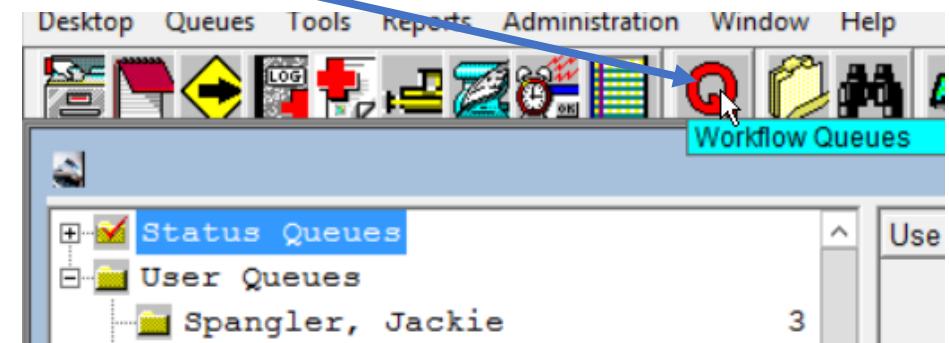
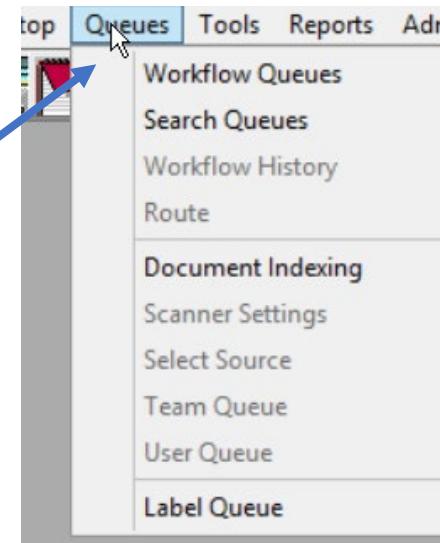
State-of-the-art technology that streamlines workflow and business processes

Secure → Simple → Streamlined

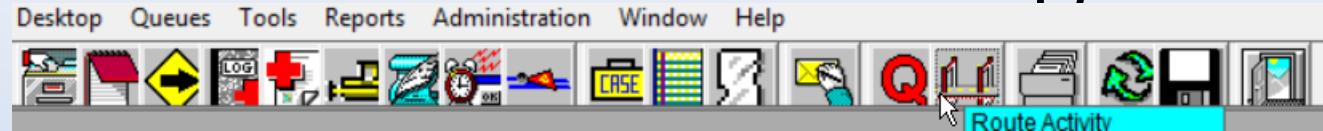


What is a QUEUE ?

- 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 | | |
| 04/12/2021 | 15:36:04 | MI | ddballew | ckknezevich | (Route) ROUTE | OSHA | ckknezevich | | |
| 04/15/2021 | 10:07:41 | FI | ckknezevich | FI | | OSHA | | | |
| 04/26/2021 | 14:37:25 | MI | ckknezevich | ddballew | (Route) ROUTED TO CSHO FOR CHANGE TO LACK OF BR | OSHA | ddballew | | |
| 04/27/2021 | 09:45:28 | MI | ddballew | ckknezevich | (Route) ROUTE | OSHA | ckknezevich | | |
| 04/28/2021 | 10:28:52 | FI | ddballew | FI | | OSHA | | | |
| 04/28/2021 | 10:29:04 | FI | ddballew | FI | | OSHA | | | |
| 04/30/2021 | 08:21:41 | MI | ckknezevich | vlvoight | (Route) CFR MULTI-ER SITE FATALITY INSPECTION | OSHA | vlvoight | | |
| 05/03/2021 | 17:36:56 | MI | vlvoight | ckknezevich | SEE NOTES | OSHA | ckknezevich | | |
| 05/05/2021 | 08:33:17 | FI | ckknezevich | FI | | OSHA | | | |
| 05/06/2021 | 14:55:03 | MI | ddballew | ckknezevich | (Route) ROUTE | OSHA | ckknezevich | | |
| 05/07/2021 | 08:19:40 | MI | ckknezevich | ddballew | (Route) REVISE CITATION 1, ITEM 1 PER PHONE DISCUSS | OSHA | ddballew | | |
| 05/10/2021 | 12:20:09 | MI | ddballew | ckknezevich | (Route) CHANGED TO WS. | OSHA | ckknezevich | | |
| 05/13/2021 | 07:06:21 | MI | ckknezevich | vlvoight | (Route) CFR MULTI-ER SITE - 2ND REVIEW | OSHA | vlvoight | | |
| 05/13/2021 | 09:35:31 | MI | vlvoight | ckknezevich | READY FOR CFR | OSHA | ckknezevich | | |
| 05/13/2021 | 10:07:40 | MI | ckknezevich | pmsullivan | (Route) CFR - MULTI-ER SITE - WALL COLLAPSE FOR REV | OSHA | pmsullivan | | |
| 05/26/2021 | 05:32:18 | FI | ckknezevich | FI | | OSHA | | | |
| 05/26/2021 | 05:33:09 | FI | ckknezevich | FI | | OSHA | | | |
| 05/26/2021 | 05:33:17 | FI | ckknezevich | FI | | OSHA | | | |

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.

| | | | | | |
|------------------------------------|---|----|------------|-----------------------|--|
| <input type="checkbox"/> 318057676 | I | MI | 01/29/2021 | Jim Root | (Route) CIT. PKG READY FOR SIGNATURE |
| <input type="checkbox"/> 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

Route Activity

Desktop Queues Tools Reports Administration Window Help

Workflow Queues Search Queues Workflow History

Route

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

Establishment

55

Emphasis/Initiatives OSHA-1AC OSHA-167I Health Violations OSHA File

1. R 2. C 3. Optional Report Number 008-22 4. Inspection Type Programmed Planned

a. Contact ID 5. Kevin 24. Inspection Classification

b. Job Title Health Compliance Officer 25. Safety Manufacturing Health Manufacturing Migrant

c. Supervisor Assigned Cagle, Jennie 26. Safety Construction Health Construction

d. Trainee(1) 27. Safety Maritime Health Maritime

e. Trainee(2) 28. Employed in Establishment 66

3. Legal Entity Corporation 29. Covered by Inspection 66

20. Type of Business Counseling Center 30. Controlled by Employer 159

21. Inspection Category Health 31. Union? No

22. Primary NAICS/SIC 623990 8361 32. Employee Walk Around No

23. Secondary NAICS/SIC NAICS/SIC Xref 33. Employee Interviewed Yes

a. Guide 34. Scope of Inspection Comprehensive Inspection

b. Inspected 35. Reason No Inspection Unknown

24. Federal Contractor Yes

25. Attempt to collect info No

26. Imminent Danger Notice 00/00/0000

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

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 |

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 +OSHA 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 and item to yourself by click on your name and it will be in your QUEUE.

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-167I | 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 |
| 22. Primary NAICS/SIC | 623990 |
| 23. Secondary NAICS/SIC | <input checked="" type="checkbox"/> NAICS/SIC Xref |
| a. Guide | |
| b. Inspected | |
| 5. Related Activity | |
| 42. Optional Information | |

Route Activity

Route Notes:

Diary Days

Diary Date

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

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

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
- ✓ Lago, Wanda
- ✓ Smith, LaMont
- ✓ Watson, Meredith

Route Notes

Normal Priority

Route

Diary Days

Diary Date 03/25/2021

File

Workflow Queues - User mlbrown9

| 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

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 your 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 mlbrown9

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

Intervention - 802649103 - X

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**

5. Reporting ID: **0453720**

6. CSHO ID: **Lyle, David**

7. Number of Estabs: **1**

8. In Attendance: **1**

9. Affected: **1**

10. Performed On Site?: **Yes**

11. Primary NAICS/SIC: **238170** **1761**

12. Union?: **No** NAICS/SIC Xref

13. Satisfied Safety/Health: **Safety**

14. CCP Type:

18. Closing Date: **02/19/2016**

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 mlbrown9



| User | Activity | Type | Stat | Route Date | Establishment | Route Notes |
|-----------|----------|------|------|------------|--|---|
| 802649103 | N | MI | | 03/25/2021 | Francisco Hernandez Moling dba Francisco (Route) | (Route) PLEASE MAKE THE UPDATES WE DISCUSSED. |

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

- 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.

 Diary Days Diary Date 03/25/2021

Workflow Queues - User mlbrown9



| Use | Activity | Type | Stat | Route Date | Establishment | Route Notes |
|-----|----------|------|------|------------|---------------|-------------|
|-----|----------|------|------|------------|---------------|-------------|

 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

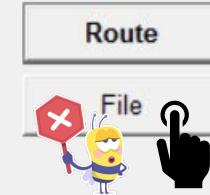
- Review
- User Queue
- Jackie S Spangler
- State Agencies
- North Carolina DOL
 - OSHA Enforcement
 - Admin Support
 - ASH
 - Attorney General
 - Budget
 - Complaint Desk

Route Notes

 Normal Priority

Diary Days

Diary Date 03/25/2021



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 NotesRoute 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

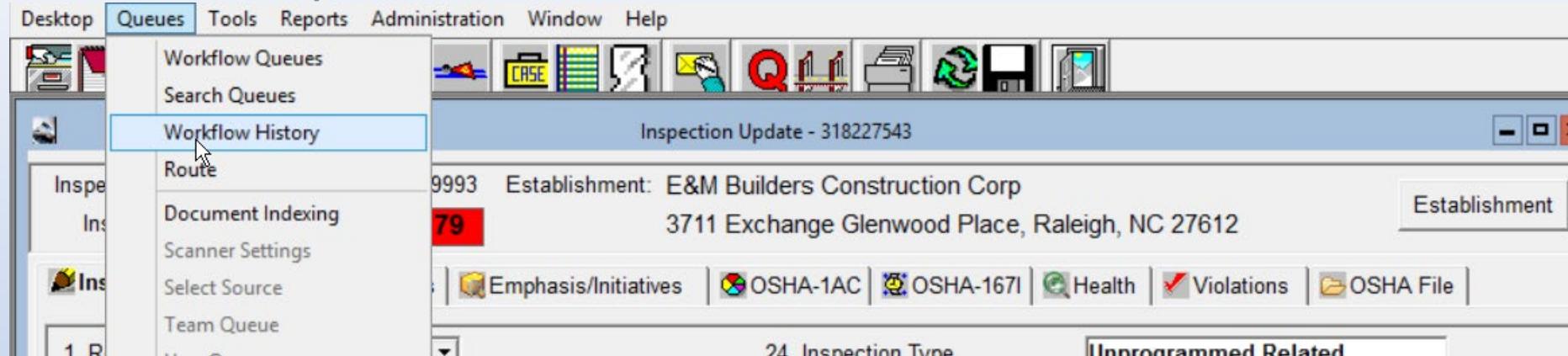
Diary Days

Diary Date 03/25/2021





The inspection that you want to view must be opened in order to see the Workflow 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 | OSHA | crmoore | | |
| 02/14/2022 | 16:33:39 | MI | crmoore | mrasdall | REVIEWED FILE, SEE EMAILED COMMENTS | OSHA | mrasdall | | |
| 02/15/2022 | 08:05:17 | MI | mrasdall | crmoore | (Route) READY FOR ISSUE | OSHA | crmoore | | |
| 02/15/2022 | 08:08:06 | MI | crmoore | cmwood | OK TO PROCESS CITATIONS | OSHA | cmwood | | |
| 02/15/2022 | 09:01:53 | MI | cmwood | trobertson | PLS SCAN AND MAIL CITATIONS | OSHA | trobertson | | |
| 02/15/2022 | 10:35:04 | FI | trobertson | FI | | OSHA | | | |



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 |

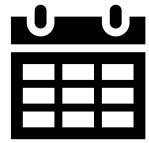




REVIEW

- 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).

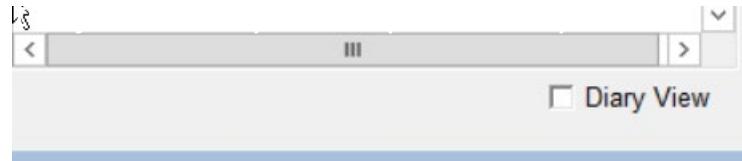




What is a Diary? How do I use it?



- 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

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 | jspanbler | jspanbler | D | ROUTE |
| 02/15/2022 | 13:10:52 | jspanbler | jspanbler | D | (Route) REVIEW |
| 02/15/2022 | 13:22:15 | jspanbler | 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

Normal Priority

Diary Days

Diary Date 02/15/2022

Diary View



Questions?



Summary of Slides

