Activating or Deactivating an Incident

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This Quick Reference Guide explains how to inactivate an incident or return the incident to an active status.

Understanding when to change the status of an incident

Active Flag. The Active Flag check box on the Incident Details screen identifies the status of the incident. It acts as a toggle. If checked, the incident is active. If clear, the incident is inactive. Whenever you change the status of an incident, be sure to click the Save button!

Deactivating an incident. Deactivating an incident makes it unavailable for any ICBS transactions to be processed at all caches. Once the inactive status is saved, ICBS will send a message to ROSS that ICBS has made the incident inactive.

Activating an incident. If any cache needs to complete processing of a transaction, such as completing a work order for returned items, you must return the incident's status from inactive to active. Once the active status is saved, ICBS sends a message to ROSS that ICBS has made the incident active.

If you changed the status of an incident to inactive but you find you need to process late returns or an Incident Replacement request, return the incident status to active!

To deactivate an incident

1 On the **Incident/Other Orders** menu, click **Incident Console**.

2 Search for the **Incident** of your choice.

3 On the **Incident List** screen, click to select the **Incident No** of your choice.

4 Under **Incident Properties**, click to clear the **Active Flag** check box, and then click **Save**

After clicking the Save button, the Incident Details screen redisplays. The incident is now inactive.

To activate an incident

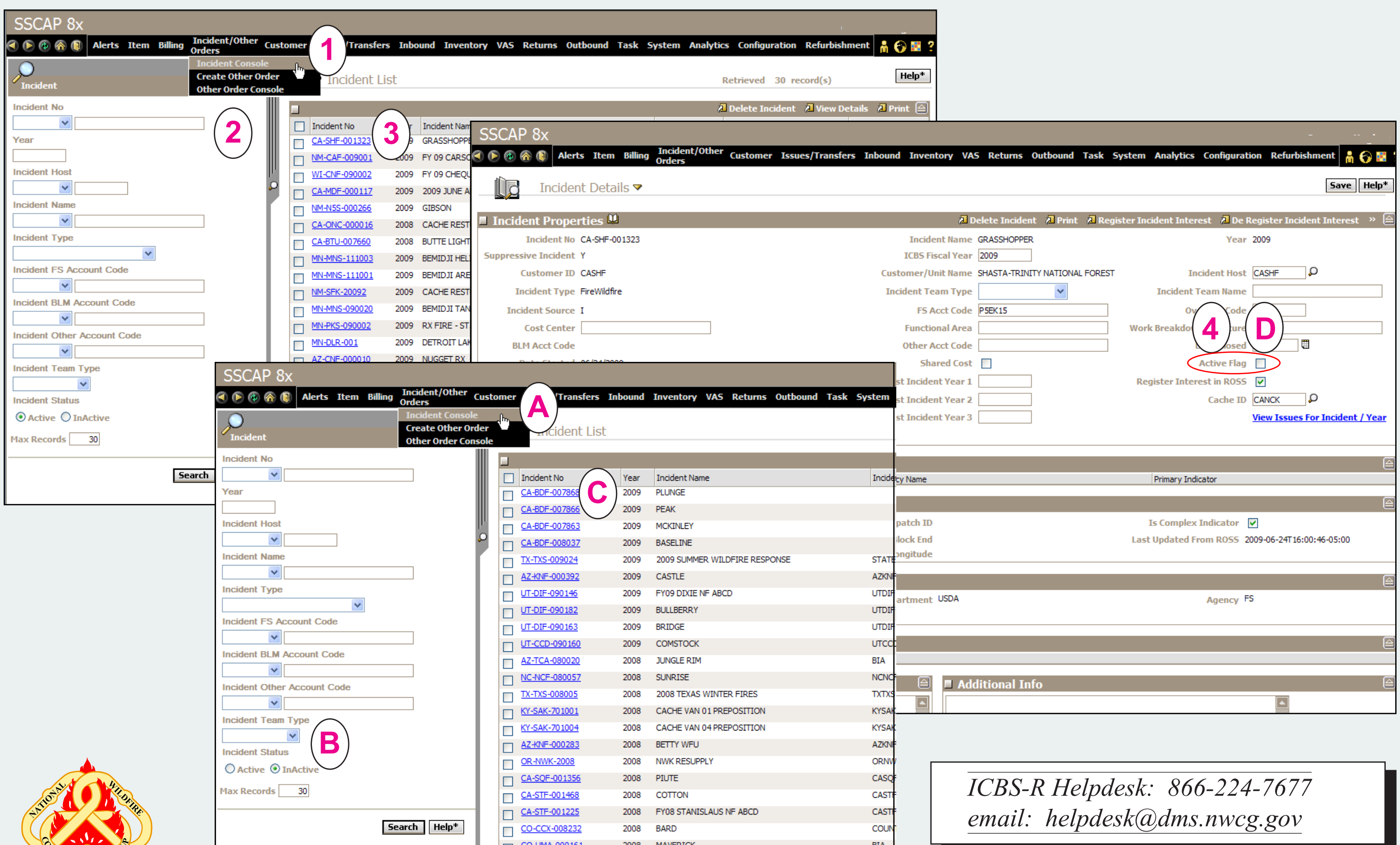
A On the **Incident/Other Orders** menu, click **Incident Console**.

B On the **Search Incident** screen under **Incident Status**, click to select the **InActive** option button, and then search for the **Incident** of your choice.

C On the **Incident List** screen, click to select the **Incident No** of your choice.

D Under **Incident Properties**, click to select the **Active Flag** check box, and then click **Save**

After clicking the Save button, the Incident Details screen redisplays. The incident is now active.



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