

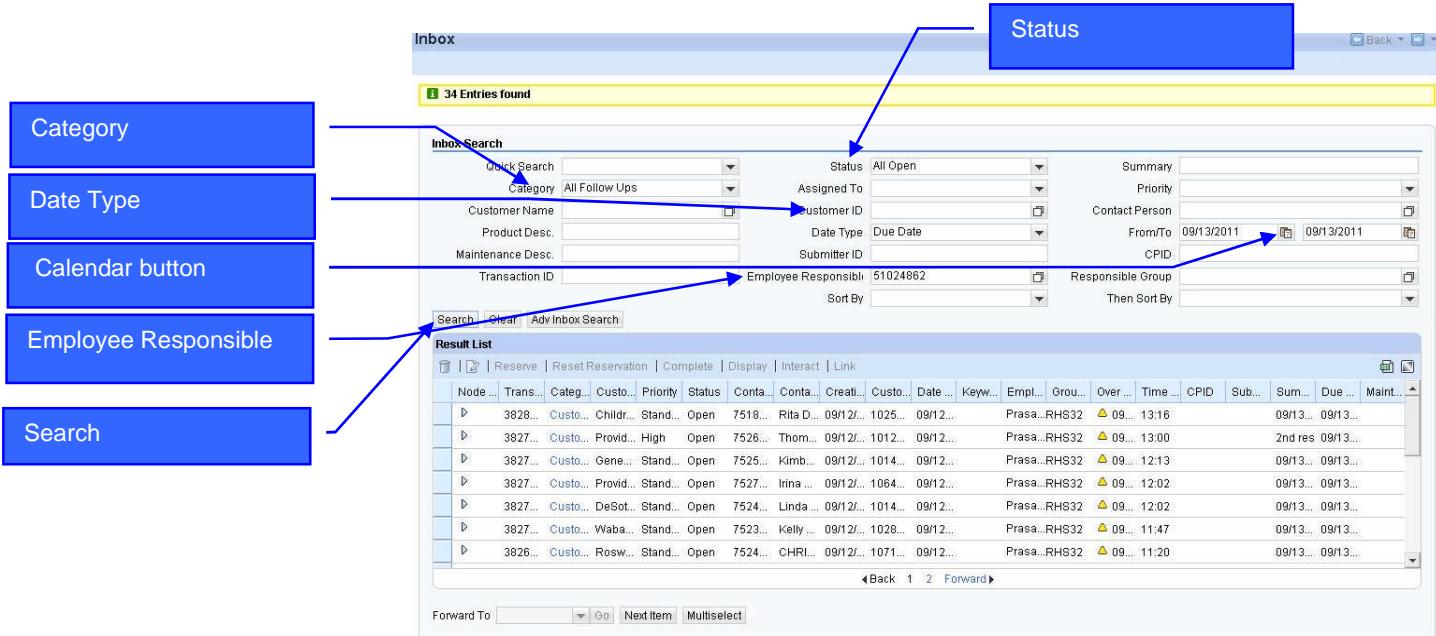
## Group # 75000305 Three Attempts

### Introduction

Training Document for Relay Health Support Service Orders using the multi contact method. This process is designed to contact the customer three times requesting approval to close. This is expected to be done over a three day period in most cases. If at any point we receive feedback to close the closure process at the end of this document should be followed. If the customer requests additional assistance the process to rework the service.

The following are the steps for ***Three Attempts***.

1. Choose **All Follow Ups** in **Category** dropdown menu, choose **All Open** in **Status** dropdown menu, enter **Employee ID** at **Employee Responsible Group**, Choose **Due Date** in **Date Type**, enter the present date by clicking calendar button and click on **Search** tab.



The screenshot shows the RelayHealth inbox search interface. A legend on the left identifies the highlighted fields:

- Category**: Points to the "Category" dropdown in the search bar.
- Date Type**: Points to the "Date Type" dropdown in the search bar.
- Calendar button**: Points to the "From/To" date range calendar buttons.
- Employee Responsible**: Points to the "Employee Responsible" dropdown in the search bar.
- Search**: Points to the "Search" button at the bottom of the search bar.

The search results table shows 34 entries found. The columns include Node, Trans., Categ., Custo..., Priority, Status, Conta..., Conta..., Creati..., Custo..., Date..., Keyw..., Empl..., Grou..., Over..., Time..., CPID, Sub..., Sum..., Due..., Maint... . The results list includes various service orders with details like Customer Name, Product Desc., Maintenance Desc., Transaction ID, and assigned Employee ID (e.g., 51024862).

2. Click on **Node** and click on **Service Order** for the particular SO details.



The screenshot shows the RelayHealth service order details interface. A legend on the left identifies the highlighted fields:

- Node**: Points to the "Node" column header in the results table.
- Service Order**: Points to the "Service Order" column header in the results table.

The results table displays service order details. One row is expanded to show more information, including the Service Order number (8001), Status (Closed), and assigned Employee ID (NDH). Other columns include Trans., Categ., Priority, Status, Conta..., Conta..., Creati..., Custo..., Date..., Keyw..., Empl..., Grou..., Over..., Time..., CPID, Sub..., Sum..., Due..., Maint... . The footer of the table shows navigation buttons: Back, 1, 2, Forward.

3. Copy the **SO at IC Service Order, Keyword and Submitter ID** in the daily production log for future reference.

IC Service Order

**IC Service Order (8001447701)**

Overview   Categorization   Actions   Follow-Up   Closure	
Summary: BR/ADD/ALL PAYERS/Customer needs a bridge routine put in place for U...	
Keyword:	NDH
Priority:	Standard
Status:	Open - Pending Cust...
IComp:	
Environment:	Production
Service Pack:	
Component:	CUSTOMIZATION
Permissions:	
Submitter ID:	CLCHD
Prod Desc:	
Release:	
Patch(Level):	
Sub-Componer:	BRADD
Reply Via:	
OPID:	51024186/RR

Keyword

Submitter ID

**Notes | Partners | Dates | Business Context**

Type: Problem Description - English

Customer needs two bridge routine put in place

1. Customer needs a bridge routine put in place for UB and 1500 claims, all secondary claims for all payors to delete information in Box 62B (TP\_GNO) when populated

2. For ASC, When Payer A is BCBS OHIO ANTHEM, set TP\_ID to 00332

UB and 1500, Inpatient and outpatient

No download file as this was a secondary claim

Import Scratch Pad | Internal Notes | External Notes

4. Click at last **Line Item** to know the status of the SO at **Notes**, click **Overview** button to create 2nd or 3<sup>rd</sup> follow up.

Line item

**Overview**

**IC Service Order (8001447701) - Item Details (40)**

Attributes	
Product:	RES
Quantity:	0.250
Status:	Open
Valuation Type:	Regular Hours
<a href="#">Overview</a>	
<a href="#">Previous</a>   <a href="#">Next</a>	

Notes

1<sup>st</sup> follow up

**Notes | Partners | Dates**

Type: General Notes - English

1st follow up mail sent

We have placed this routine into production for you to review, please check the functionality and let us know if any changes are required. Please Reply All to this email or contact Relay Health support @ 800-457-1209. We will leave the service order open. Thank you for choosing Relay Health!

#8001447701 RRAVIKUMAR 09/12/2011  
#For UB and 1500 claims, all secondary claims for all payors  
#Delete information in Box 62B (TP\_GNO) when populated  
/LABEL=8001447701

Import Scratch Pad

**Items - Services and Service Parts**

Insert   <a href="#">Item Detail</a>	
Item ...	Higher ...
10	ePremis Se...
20	Acknowledg...
30	Work Activity...
40	Resolution ...

**Note:** Basing upon the update from the client, we need to create the 2<sup>nd</sup> or 3<sup>rd</sup> follow up or assign the SO respective analyst for re-work or Close the SO.

5. Click on **Business Context** tab and click on existing **Customer follow up** label to close the status.

The screenshot shows the 'IC Service Order (8001447701)' interface. The 'Business Context' tab is selected, highlighted by a blue box. In the main content area, there is a section labeled 'Customer Follow up' which also has a blue box around it. The 'Customer Follow up' section contains several input fields and buttons like 'Escalate' and 'Assignment Mail'.

6. Click on **Edit** button, enter **Closed** at **Summary field**, Choose **Closed** at **Status dropdown menu** and type **Closed** at **Notes Column**, Click on **Save** button to save the **Customer Follow Up**, save the customer follow up at daily production log for future reference and click **Back** button to view **Overview** screen.

The screenshot shows the 'Customer Follow-up (3828112)' screen. A blue box highlights the 'Customer Follow up' tab. Another blue box highlights the 'Back button' in the top right corner. To the left, a vertical stack of buttons is shown: 'Summary', 'Status', 'Edit', 'Save', and 'Closed'. Arrows point from these buttons to their corresponding fields in the main form. The main form displays 'Follow-up Details' with 'Summary' set to 'Closed', 'Status' set to 'Closed', and a 'Reason' dropdown. It also shows a 'Partners' section with a table of contacts and a 'Notes' section with a table showing a single entry for 'Closed'.

**Notes:** While **Closing** the customer follow up check whether **Employee Responsible** and **Responsible Group** are in the Partners tab or not if not add those fields.

7. Click on **Follow-Up** tab and click on **Follow-Up** button to create the next customer follow up.

The screenshot shows the 'IC Service Order (8001447701)' interface. The 'Follow-Up' tab is selected in the top navigation bar. A blue box highlights the 'Follow-Up Tab'. Below it, a blue box highlights the 'Follow -Up button' on the toolbar. The main content area displays a table of previous follow-up transactions, with one row selected. At the bottom right of the table are 'Browse...' and 'Add Document' buttons.

8. Select the **Due Date** by clicking the **Calendar** button and select the business date, Copy the same **Due Date** in the Summary field, Enter the time **15.00** hrs at next column in **Due Date**, Enter the respective follow up at **Notes** and **Save** the **Customer Follow Up**.

The screenshot shows the 'Customer Follow-up\*' screen. A blue box highlights the 'Due Date' field, which contains the value '09/14/2011'. Another blue box highlights the 'Summary' field, which also contains '09/14/2011'. A third blue box highlights the 'Time 15.00 Hrs' field, which has a dropdown menu open showing the value '15'. A fourth blue box highlights the 'Notes' field, which contains the note '2nd followup'. A blue box also highlights the 'Save button' at the bottom. On the right side of the screen, there is a 'Follow-up Details' section and a 'Notes' section. The 'Follow-up Details' section includes fields for Summary, Due Date, Priority, Status, and Reason. The 'Notes' section includes a 'Type' dropdown set to '2nd followup'. Below these sections is a 'Partners' tab containing a list of partners with their descriptions. At the bottom right is a 'Save' button.

**Notes:** While **Creating** the customer follow up check whether **Employee Responsible** and **Responsible Group** are in the Partners tab, if not add those fields.

8.1 Enter **Employee Responsible ID** at **Partners** tab and click **Add** button.

**Partners**

Employee Responsible	Partner Function	Partner Number	Description
<input type="text" value="51024862"/>	<input type="button" value="Add"/>		
<input type="button" value="Delete"/>			

**Employee Responsible**

**Add button**

8.2 Enter **Responsible Group ID** at **Partners** tab and click **Add** button.

**Partners**

Responsible Group	Partner Function	Partner Number	Description
<input type="text" value="75000305"/>	<input type="button" value="Add"/>		
<input type="button" value="Delete"/>			

**Employee Responsible**

**Add**

8.3 Enter **Contact Person** at **Partners** tab and click **Add** button.

**Partners**

Contact Person	Partner Function	Partner Number	Description
<input type="text" value="Rita Davis"/>	<input type="button" value="Add"/>		
<input type="button" value="Delete"/>			

**Contact Person**

**Add**

**Note:** Copy the Contact Person from **Overview** of the SO in Partners tab.

9. Click on **Notes**, choose **Resolution English** in **Type** dropdown menu, copy the resolution in notepad, and click on **Edit** button and click on **Actions** tab to send a follow up mail.

IC Service Order (8001447701)

Actions

Notes | Categorization | Actions | Follow-Up | Closure | Notes | Partners | Dates | Business Context

Type Resolution - English

Summary: BR/ADD/ALL PAYERS/Customer needs a bridge routine put in place for UB and 1500 claims, all secondary claims for all payors

Keyword: NDH

Priority: Standard

Status: Open - Pending Customer

IComp:

Prod Desc:

Environment: Production

Release:

Service Pack:

Patch Level:

Component: CUSTOMIZATION

Job Component: BRADD

Permissions:

Submitter ID: CLCHD

Reply Via:

CPID: 51024186/RR

Import Scratch Pad | Internal Notes | External Notes

Items - Services

Item ...	Highe... Contract De... Activity Des... Quantity	Unit	Item Categ...	Date	Time	Status	Business H...	Notes
10	ePremis Se...	12.000	EA	MTS Maint...	09/12/2011	10:31	PRIMARY, Open	
20	Acknowle...	0.250	HR	MTS NonBil...	09/12/2011	10:33	Open, Open	Regular Ho... Provided S...
30	Work Activit...	0.250	HR	MTS NonBil...	09/12/2011	10:58	Open, Open	Regular Ho... Assigned to...
40	Resolution ...	0.250	HR	MTS NonBil...	09/12/2011	13:15	Open, Open	Regular Ho... 1st follow u...

10. Click on **Follow Up Mail** in **Actions** tab and click on the button required.

IC Service Order (8001447701)

Actions

Follow-up Mail

Internal Mail

Attachment -- Web Page Dialog

Do you want to include Notes?

Yes No

Items - Services

Item ...	Highe... Contract De... Activity Des... Quantity	Unit	Item Categ...	Date	Time	Status	Business H...	Notes
10	ePremis Se...	12.000	EA	MTS Maint...	09/12/2011	10:31	PRIMARY, Open	
20	Acknowle ...	0.250	HR	MTS NonBil...	09/12/2011	10:33	Open, Open	Regular Ho... Provided S...
30	Work Activit ...	0.250	HR	MTS NonBil...	09/12/2011	10:58	Open, Open	Regular Ho... Assigned to...
40	Resolutio ...	0.250	HR	MTS NonBil...	09/12/2011	13:15	Open, Open	Regular Ho... 1st follow u...

11. Copy the resolution from the notepad and past in the body of the E-mail (respective attempt), type the mail addresses [epremis.support@relayhealth.com](mailto:epremis.support@relayhealth.com) at **CC** and click on **Send** button.

**Resolution**

We have placed this routine into production for you to review, please check the functionality and let us know if any changes are required. Please Reply All to this email or contact Relay Health support @ 800-457-1209. We will leave the service order open. Thank you for choosing Relay Health!

#8001447701 RRAVIKUMAR 09/12/2011  
 #for UB and 1500 claims, all secondary claims for all payors  
 #delete information in Box 62B (TP\_GNO) when populated  
 /LABEL=8001447701  
 (SELECT=COMPARE(TP\_GNO)

**Send**

**E-Mail Header**

From: EPREMISSVCORDERS@MTSCRM.RELAYHEALTH.COM  
 To: davisrl@childrensdayton.org  
 Cc: [epremis.support@relayhealth.com](mailto:epremis.support@relayhealth.com)  
 Bcc: Date/Time  
 Check  
 Attachments

**Follow –Up mail**

12. Check the confirmation sent message, click on **Insert** button and select the **Work Activity** from the Drop Down list.

**Email Confirmation**

Email sent successfully. Please save the service order  
 Message sent

**Insert**

**Drop down list.**

**IC Service Order (8001447701)**

**Notes**

Type: Problem Description  
 Customer needs two bridge routine put in place  
 1. Customer needs a bridge routine put in place for UB and 1500 claims, all secondary claims for all payors to delete information in Box 62B (TP\_GNO) when populated  
 2. For ASC, When Payer A is BCBS OHIO ANTHEM, set TP\_ID to 00332  
 UB and 1500, Inpatient and outpatient  
 No download file as this was a secondary claim

**Items - Services**

Item ...	Highest ...	Contract De...	Activity Des...	Quantity	Unit	Item Categ...	Date	Time	Status	Business H...	Notes
10	ePremis Se...			12.000	EA	MTS Maint. ...	09/12/2011	10:31	PRIMARY, Open		
20		Acknowle ...	0.250	HR	MTS NonBil...	09/12/2011	10:33	Open, Open	Regular F ...	Provided S...	
30		Work Acti ...	0.250	HR	MTS NonBil...	09/12/2011	10:58	Open, Open	Regular F ...	Assigned to...	
40		Resolutio ...	0.250	HR	MTS NonBil...	09/12/2011	13:15	Open, Open	Regular F ...	1st follow u...	

13. Click on **Last Line Item**, click on **Notes** and enter the resolution, next follow up date and click on **Overview** button to save the SO.

Notes

Resolution

IC Service Order (8001447701) - Item Details (50)

Attributes

Product	WINB	Work Activity - Non Billable
Quantity	0.250	HR
Status	Open	
Valuation Type	Regular Hours	

Notes | Partners | Dates

Type: General Notes  
2nd fup mail sent to the client

We have placed this routine into production for you to review, please check the functionality and let us know if any changes are required. Please Reply All to this email or contact Relay Health support @ 800-457-1209. We will leave the service order open. Thank you for choosing Relay Health!

#8001447701 RRAVIKUMAR 09/12/2011  
#for UB and 1500 claims, all secondary claims for all payors  
#delete information in Box 62B (TP\_GNO) when populated  
/LABEL=8001447701

Import Scratch Pad

Overview

Items - Services and Service Parts

Item ...	Highe...	Contract De...	Activity Des...	Quantity	Unit	Item Categ...	Date	Time	Status	Business H...	Notes
10	ePremis Se...			12.000	EA	MTS Maint...	09/12/2011	10:31	PRIMARY, Open		
20		Acknowledg...		0.250	HR	MTS NonBil...	09/12/2011	10:33	Open, Open	Regular Ho...	Provided S...
30		Work Activity...		0.250	HR	MTS NonBil...	09/12/2011	10:58	Open, Open	Regular Ho...	Assigned to...
40		Resolution ...		0.250	HR	MTS NonBil...	09/12/2011	13:15	Open, Open	Regular Ho...	1st follow u...
50		Work Activity...		0.250	HR	MTS NonBil...		00:00	Open, Open	Regular Ho...	

Last Line Item

14. Click on **Save** button to save the SO and Click on **End** button to complete the transaction.

Interaction Center

End

Saved Searches Go

IC Service Order (8001458683)

Transaction 8001458683 has been saved

Overview | Categorization | Actions | Follow-Up | Closure

Change History Transaction History

Summary: UB/BRADD/Medicare/Outpatient/Move service line totals to SL\_NCC

Keyword: NDH

Priority: Standard Status: Closed

IComp: 160633 Detail Prod Desc: ePremis

Environment: Production Release

Service Pack: Patch(Level)

Component: CUSTOMIZATION Sub-Componer: BRADD

Permissions: Reply Via:

Submitter ID: C4813 CPID: 51024559/PD

3rd Party Vendor

Partner Function	Partner Number	Description
Sold-To Party	1013958	Floyd Medical Center
Bill-To Party	1013958	Floyd Medical Center
Employee Responsible	51024559	Prema Deepthi
Contact Person	75243497	Monique Dennis
Responsible Group	75000305	RHS32 RH ePremis Cus

Back 1 2 Forward

Save

Escalate Assignment Mail

[Closing Service Orders](#)
**Introduction**

Depending upon the customer response close the SO in any of the follow ups (1<sup>st</sup>, 2<sup>nd</sup> & 3<sup>rd</sup> attempts), if not close the SO after 3rd attempt.

The following are the steps for [Closing Service Orders](#).

1. Click on **Edit** button, choose **Closed** in **Status** drop down menu, choose **Customization** in **Component** drop down menu, choose **BRADD** in **Sub- Component**, Click on **Partners** tab and enter respective **Employee Responsible ID**.

Partner Function	Partner Number	Description
Sold-To Party	1001484	Henry Ford Health System
Bill-To Party	1001484	Henry Ford Health System
Employee Responsible	51018518	Suchith Sudhakaran
Contact Person	75229164	Joanne Fogelman
Responsible Group	75000305	RHS32 RH ePremis Customizat...

**Note:** Based on the **Summary** change the **Sub-Component** type (BRADD/BR MOD and So on).

2. Click on **Categorization** tab and select **Application** in **Type**, **Proactive** in **Symptom 1** and **Request** in **Symptom 2** in drop down menus.

3. Click on **Closure** tab, choose **Customer** in **Cause Owner**, **Application** in **Root Cause RC**, and **Enhancement** in **Root Cause RC**.

	Overview	Categorization	Actions	Follow-Up	<b>Closure</b>
<b>Closure</b>	Received Via	Phone - Direct			Change History Transaction History
<b>Cause Owner</b>	Repeatability				Code Customer
<b>Root Cause RC</b>	Error Code				Root Cause RC Application
<b>Root Cause RC</b>	Customer Ref #				Root Cause RC Enhancement
	Vendor Ref #				CR #
	Hot Fix				Send to Known
	Sign on ID				Reportable Ever
	Password				
	Hardware Platfo				

4. Click on **Actions** tab and click on **Closure Mail** link.

	Overview	Categorization	<b>Actions</b>	Follow-Up	Closure
<b>Actions</b>					Change History Transaction History
<b>Closure Mail</b>	Status	Action			Time
	○△○	Follow-up Mail			
	○△○	Internal Mail			
	○△○	<b>Closure Mail</b>			
	○△○	PHI Policy Mail			

- 4.1 Click on **Yes** button in the Pop-up window.



5. Type the mail addresses [epremis.support@relayhealth.com](mailto:epremis.support@relayhealth.com) at **CC** and click on **Send** button.

The screenshot shows the RelayHealth E-Mail interface. A blue box highlights the 'CC' field where the email address 'epremis.support@relayhealth.com' has been entered. Another blue box highlights the 'Send' button at the bottom left of the main window. A blue arrow points from the 'CC' field towards the 'Send' button.

6. Click on **Save** button to save the SO.

The screenshot shows the IC Service Order (8001490073) page. A blue box highlights the 'Save' button at the bottom left. A blue arrow points from the 'Save' button towards the 'Items - Services' section at the bottom of the page.

7. Click on **Business Context** tab and click on existing **Customer follow up** label to close the status.

IC Service Order (8001447701)

**Business Context**

**Customer Follow up**

Notes | Partners | Dates | **Business Context**

Last Contact

Transaction No.	Description	Created At
3828131		09/12/2011 13:15:08

Filter By: (10) (3) (3) (1) (2) (1)

Key	Doc Description	Type	Created On	Description
4E6E02644C6...	3828112	Customer Foll...	09/12/2011 13...	09/13/2011
RAW36000002...	RAW36000000	E-Mail	09/12/2011 13...	OUT SO# 800...
...	...	...	...	...

Browse... Add Document

8. Click on **Edit** button, enter **Closed** at **Summary** field, Choose **Closed** at **Status** dropdown menu and type **Closed** at **Notes** Column, Click on **Save** button to save the **Customer Follow Up** and click on **End** button to complete the transaction.

**End**

**Summary**

**Status**

**Edit**

**Save**

**Notes**

**MCKESSON**

**Customer Follow-up (3986830)**

**Follow-up Details**

Summary	closed
Due Date	10/13/2011 15:00
Priority	Standard
Status	Closed
Reason	

**Partners**

Partner Function	Partner Number	Description
Activity Partner	1009711	Aurelia Osborn Fox Memorial Ho...
Employee Responsible	51024862	Prasad Chalam
Contact Person	75249588	Adam Hamilton
Responsible Group	75000305	RHS32 RH ePremis Customizati...
Created By	51024862	Prasad Chalam

**Notes**

Type	Note
closed	

Import Scratch Pad

Notes History

**Notes:** While **Closing** the customer follow up check whether **Employee Responsible** and **Responsible Group** are in the Partners tab or not if not add those fields.

### Rework Service Order

#### Introduction

If the customer asks to make some additional changes at any attempt, then that SO will be assigned back to the respective analyst.

The following are the steps for Rework Service Orders.

1. Click on **Edit** button, choose **Open-Assigned** in **Status**, click on **Partners** tab and enter respective **Employee Responsible ID**.

Partner Function	Partner Number	Description
Sold-To Party	1025486	Saint Lukes Health System, Inc
Bill-To Party	1025486	Saint Lukes Health System, Inc
Employee Responsible	51024559	Prema Deepthi
Contact Person	75200114	Latisha Power
Responsible Group	75000305	RHS32 RH ePremis Customizat...

2. Click on **Follow-Up** tab and click on **Follow-Up** button to create the next customer follow up.

Transaction No.	Description	Created At
3828131		09/12/2011 13:15:08

3. Select the **Due Date** by clicking the **Calendar** button and select the business date, Copy the same **Due Date** in the Summary field, Enter the time **15.00** hrs at next column in **Due Date**, Enter the respective follow up at **Notes** and **Save** the **Customer Follow Up**.

The screenshot shows the 'Customer Follow-up\*' window. On the left, five blue boxes labeled 'Due Date', 'Summary', 'Time 15.00 Hrs', 'Notes', and 'Save' map to specific fields and actions in the interface. 
 - 'Due Date' points to the 'Due Date' field in the 'Follow-up Details' section, which is set to '09/14/2011'. An arrow also points from the 'Time 15.00 Hrs' box to the same 'Due Date' field.
 - 'Summary' points to the 'Summary' field in the 'Follow-up Details' section, which is also set to '09/14/2011'.
 - 'Time 15.00 Hrs' points to the time input field in the 'Follow-up Details' section, which is set to '15'.
 - 'Notes' points to the 'Notes' section on the right, which contains service order details like 'Service Order Assigned back to the Analyst' and 'Contact Person: Latisha Power'.
 - 'Save' points to the 'Save' button in the 'Partners' tab, which is highlighted in red.

**Notes:** While **Creating** the customer follow up check whether **Employee Responsible** and **Responsible Group** are in the Partners tab, if not add those fields.

4. Click on **Insert** button, click on **Node** and choose **Work Activity- Non Billable**.

The screenshot shows the 'ICSS Service Order (8001470999)' window. On the left, three blue boxes labeled 'Insert', 'Node', and 'Work Activity' map to specific actions in the interface. 
 - 'Insert' points to the 'Insert' button in the 'Items - Services' grid toolbar.
 - 'Node' points to the 'Node' dropdown menu in the 'Items - Services' grid toolbar.
 - 'Work Activity' points to the 'Work Activity- Non Billable' option in the expanded 'Node' dropdown menu.
 The main area displays a grid of items with columns for Item, Description, Quantity, Unit, Item Category, Date, Time, Status, Valuation Type, and Notes. The 'Work Activity- Non Billable' item is selected, and its details are shown in a tooltip at the bottom of the grid.

5. Click on **Last Line Item**, click on **Notes**, enter **SO Assigned back to the Analyst, Status of the SO, Next Follow up Date, Contact Person** and click on **Overview**.

**Notes**

**Overview**

**Last Line Item**

6. Click on **Save** button to save the SO.

**Save**

7. Click on **Business Context** tab and click on existing **Customer follow up** label to close the status.

Key	Doc Description	Type	Created On	Description
4E6E02644C6...	3828112	Customer Fol...	09/12/2011 13...	09/13/2011
RAW36000002...	RAW36000000	E-Mail	09/12/2011 13...	OUT 80# 800...
REFERRERIDEN...	20000124	Interaction Re...	09/12/2011 13...	

8. Click on **Edit** button, enter **Closed** at **Summary field**, Choose **Closed** at **Status dropdown menu** and type **Closed** at **Notes Column**, Click on **Save** button to save the **Customer Follow Up** and click on **End** button to complete the transaction.

Partner Function	Partner Number	Description
Activity Partner	1009711	Aurelia Osborn Fox Memorial Ho...
Employee Responsible	51024862	Prasad Chalam
Contact Person	75249588	Adam Hamilton
Responsible Group	75000305	RHS32 RH ePremis Customizati...
Created By	51024862	Prasad Chalam

**Notes:** While **Closing** the customer follow up check whether **Employee Responsible** and **Responsible Group** are in the Partners tab or not if not add those fields.