What is a dupe Jira :

Duplicate Jira is considered the Jira that is raised for the same order and for exactly the same human error.

Which Jira should be closed as dupe :

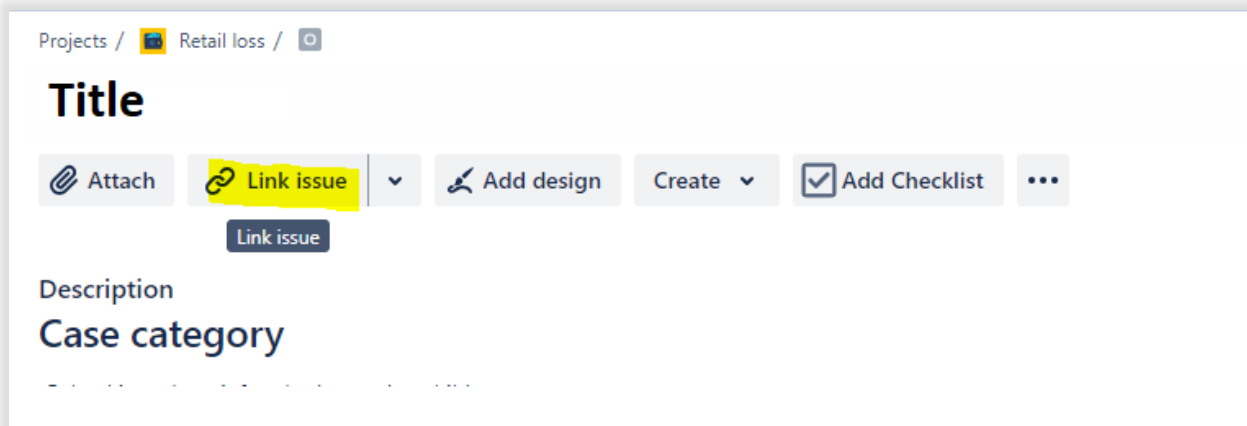Generally speaking, the Jira created last is the one that should be closed as "Dupe".
Exceptions:
- If one of the Jiras is unassigned and the other is assigned, the unassigned one should be closed as **Dupe,** no matter which was raised first.
- If one of the Jiras is already approved, then the other Jira should be closed as **Dupe** no matter which was raised first.
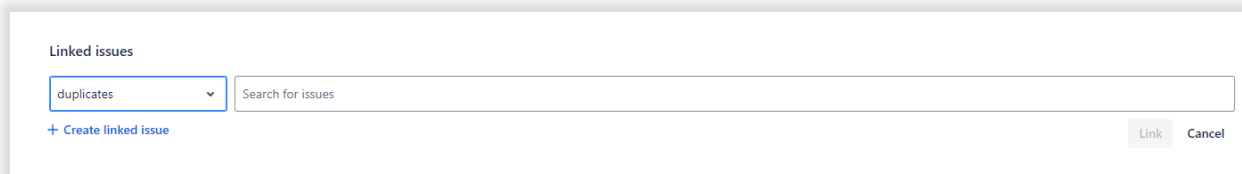
In case you notice that there is dupe RL Jira, link the Jiras and close the one according to these criteria by selecting the option "**Dupe Jira**" in order to turn the status to **" Dupe"**. *Attention: If the dupe Jira is assigned to another agent, link the two Jiras and contact the agent (or leave a comment in the dupe Jira for them) so that they close the Jira.*

How to link Jiras

1. At the top of the RL Jira, just below the title there is the option to Link an issue, as marked in the screenshot below:

2. Select "duplicates" in the first box and add in the box next to it the RL number of the Jira that is still open to be handled:

3. Click on "Link"

Disclaimer: The steps mentioned above are the ones to follow when you choose to "Link issue" in the dupe RL Jira that will not be handled and will be closed with the status "Dupe". Otherwise, in case you choose to "Link issue" in the other RL Jira (that will not be closed) select the reason "is duplicated by" in step 2.