QA Mailbox Processes for Types of Messages Received

new message

CIR
- returned tracking sheets
- new
- print
- move to Reviews folder
- move to Critical Incidents folder

CPR Waiver
- mark received
- print
- mark printed
- give to MAA I
- mark sent to MAA I
- scan and send back signed waiver
- mark scanned and sent back
- move to Waivers folder

data change
- forward to certification for further processing
- change data
- add catagory for who request was sent to
- move to data change folder

feedback

complaint
- forward to worker of the day
- add catagory for who it was sent to
- move to feedback folder
- move to complaint folder

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