Manage Seized and Detained Assets

MANAGE DISCREPANCY

Revision Sheet

Release No.	Date	Revision Description
0.1	16/04/2013	Initial Draft
0.2	02/05/2013	Designer Review
0.3	03/05/2013	Designer Review Fixes
0.4	08/05/2013	ID Review
0.5	10/05/2013	ID Review Fixes

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1 MANAGE DISCREPANCY

1.1 Accessing the Debtor List

1. Log on to the IME System.

2. To view a list of assigned debtors, click **My CaseLoad** under the **Warrant** folder in the left pane of the *home page*.

   The *My CaseLoad* screen is displayed as shown in **Error! Reference source not found.**.

1.2 Creating a Discrepancy Record

1. To create a discrepancy record for an asset associated with the debtor, select the relevant debtor record in the **Debtor List** section. Refer **Error! Reference source not found.**.

   Note: You can filter records using fields at the top of each column. For example, type the debtor ID in the field at the top of the **Debtor ID** column and press **Enter** on the keyboard. If the record is available, it displays in the **Debtor List** section.

   Tip: Placing the mouse pointer over an icon displays the icon name as a tooltip. If you need to view the warrant details of a debtor, click the **Warrant List** icon in the **Action** column. If you need to view debtor details, click the **Debtor Details** icon.

2. Select the **View/Update Asset Records** option in the **Action** list.

   The *Asset(s) List* screen is displayed as shown in **Error! Reference source not found.**.

3. Select the appropriate asset record in the **Asset(s) List** section for which you need to create the discrepancy record.

   Tip: Click the **View Asset Details** icon in the **Action** column to view the asset record. Click **Edit Asset Details** icon to edit the asset record. Click **View Related Correspondence** icon to view the correspondence.

4. Select the **Create Discrepancy Record** option in the **Action** list.

   The *Discrepancy Record Details* screen is displayed as shown in **Error! Reference source not found.**.

5. To enter the notification date, click anywhere in the **DateNotificationRecieved** field. Select the relevant date of notification on the calendar.

6. Type or select relevant data in the displayed fields in the **Notifying Party Details** section.

7. To display search results, click **Search**.

   The data in the **NotifyingPartyMobileNo** and **NotifyingPartyAddress** fields is displayed in the **Contact Details** section.

   Note: Fields in the SAAS Member Details section are pre-populated with the details of the SAAS member who is performing the action.

8. Type or select the appropriate data in the **Discrepancy Details** section.

Tip: To enter the dates, click anywhere in the date fields and select the relevant dates on the calendar that displays.

9. Select the relevant asset record in the **Asset(s) List** section.

10. To save the details in the system, click **Submit**.

    The message *Discrepancy Investigation Record Created Successfully* is displayed.

1.3 Updating a Discrepancy Record and Recording Discrepancy Resolution

1. To update discrepancy, select the relevant Debtor record in the **Debtor List** section. Refer **Error! Reference source not found.**.

2. Select the **View/Update Asset Records** option under the **Action** list.

   The *Asset(s) List* screen is displayed. Refer **Error! Reference source not found.**.

3. Select the asset record from the **Asset(s) List**, for which you need to update the discrepancy record. Refer **Error! Reference source not found.**.

4. To update the applicable asset record, select **View/Update Discrepancy Record** in the **Action** list.

   The *Discrepancy Record Details* screen is displayed as shown.

5. Select the discrepancy record which you need to update or for which you need to record the discrepancy outcome.

6. Click the **Edit** icon in the **Action** column.

   The *Discrepancy Record Details* screen is displayed as shown in **Error! Reference source not found.**.

7. Type or select appropriate data in the **Discrepancy Detail** section. Type the discrepancy outcome in the **Discrepancy Resolution** box.

   Tip: To enter the dates, click anywhere in the date fields and select the relevant dates on the calendar that is displayed.

   Note: The fields in **Notifying Party Details** and **SAAS Member Details** section display in read-only format.

8. To update the system with the edited details of the asset record, click **Save**.

   The message *Discrepancy Investigation Record Updated Successfully* is displayed.

   Note: You need to update the Asset Status once the investigation has been resolved

1.4 Applying or Lifting Discrepancy Hold on Relevant Warrants, Assets or Vehicles

1. To apply or lift discrepancy hold on warrants, assets or vehicles, select the relevant Debtor record in the **Debtor List** section. Refer **Error! Reference source not found.**.

2. Select the **View/Update Asset Records** option under the **Action** list.

   The *Asset(s) List* screen is displayed. Refer **Error! Reference source not found.**.

3. Select the asset record from the **Asset(s) List** section, for which you need to apply or lift the discrepancy hold. Refer **Error! Reference source not found.**.

4. To update the status of the applicable asset record, select the **Change Asset Status** option in the **Action** list.

   The *Update Asset Status Dialogue* pop-up is displayed as shown in **Error! Reference source not found.**.

5. Choose the next step:

To...	**Then…**
Apply discrepancy hold on the asset record	• Select the **Discrepancy Hold** option in the **Asset Status** list and click **Update**. The message *Record Updated Successfully* is displayed. The *Asset(s) List* screen updates displaying value in the Asset Status column as **Discrepancy Hold**.
Lift discrepancy hold on the asset record	• In the Asset Status list, select the Asset Status prior to applying Discrepancy Hold in **Asset Status** list and click **Update**. The message *Record Updated Successfully* is displayed. The *Asset(s) List* screen updates and the **Asset Status** changes back to the status prior to the discrepancy hold.

1.5 Placing Assets or Vehicles on Hold

1. To place assets or vehicles on hold, select the relevant Debtor record in the **Debtor List** section. Refer **Error! Reference source not found.**.

2. Select the **View/Update Asset Records** option from the **Action** list.

   The *Asset(s) List* screen is displayed. Refer **Error! Reference source not found.**.

3. Select the asset record from the **Asset(s) List** section, which you need to place on hold. Refer **Error! Reference source not found.**.

4. To update the status of the applicable asset record, select the **Change Asset Status** option in the **Action** list.

   The *Update Asset Status Dialogue* pop-up is displayed as shown in

Figure **1.1**

Figure 1.1: Update Asset Status Dialogue pop-up

5. Select the **Court Hold** option in the Action list and click **Update**.

   The message *Record Updated Successfully* is displayed. The *Asset(s) List* screen updates displaying value in the Asset Status column as **Court Hold**.

1.6 Updating Warrant Action Sheet

1. To update discrepancy, select the relevant Debtor record in the **Debtor List** section. Refer **Error! Reference source not found.**.

2. Select the **View/Update Asset Records** option under the **Action** list.

   The *Asset(s) List* screen is displayed as shown in **Error! Reference source not found.**.

3. Select the asset record from the **Asset(s) List**, for which you need to update the warrant action sheet. Refer **Error! Reference source not found.**.

4. To update the warrant action sheet, select **Update Warrant Action Sheet** in the **Action** list.

   The *Update Warrant Action Sheet* screen is displayed as shown in Figure 1.2

Figure 1.2: Update Warrant Action Sheet

5. Select the warrant record of the debtor in the **Warrant List** section.

   Tip: To view warrant details, click the **View Warrant Details** icon. To view the Warrant Action Sheet, click the **View Action Sheet** icon. Placing the mouse pointer over the icon displays the icon name as a tooltip.

6. Choose the next action.

If...	**Then…**
You know the Zulu Code	• Select the appropriate Zulu Code in the **Zulu Code** list to pre-populate the **Action Type** and **Action Sub-Type** lists **Note**: The **Action Type** and **Action Sub-Type** lists may contain more than one option. You must select the most appropriate options.
You do not know the Zulu Code	• Select the relevant option in the **Action Type** list. The **Action Sub-Type** list gets populated based on the option you select in the **Action Type** list. **Note**: The **Action Sub-Type** list may contain more than one option. You must select the most appropriate options.

Note: The **Action Date** and **Action Time** fields are pre-populated with the system date and time. The **Performed By** field is also pre-populated with the Sheriff Officer's badge number or initials who is performing the action.

Tip: Use the time picker on the right of the **Action Time** field to update the time.

7. Type relevant comments in the **Comments** box.

8. To update the system with the warrant action sheet item details, click **Submit.**

   The message *Record Updated Successfully* is displayed.

   Tip: If you need to reset the date and time, click **Reset**. To return to the *My CaseLoad* screen, click **Cancel**.

2 FREQUENTLY ASKED QUESTION (FAQ)

Q: How can I search the details of the notifying officer?
A: To search the details of the notifying officer, type the relevant information in the **Notifying Party Details** section in the *Discrepancy Record Details* screen and click **Search**.