Type	Information source	Prepare	Interrupt	Postpone
	Paper claim form (9 participants)	Place on desk (P1, P2, P3, P4, P5, P6, P7, P8, P9); correct (P7); check against other sources for reliability (P1, P2, P6, P7); interpret (P3, P4); process acceptable errors (P9)	-	Send request back to claimant (P4, P9); email claimant (P5, P9); delegate to colleague (P1, P9); place note on pile on desk (P2)
	Paper receipt (9 participants)	Place on desk (P1, P2, P3, P4, P5, P6, P7, P8, P9); photocopy (P4, P5, P6); check against other sources for reliability (P1); interpret (P6); annotate (P2)	-	Email claimant (P2); place note on pile on desk (P2); place in drawer (P5)
	Calculator (6 participants)	Place on desk (P2, P3, P4, P5)	Retrieve from drawer (P1, P6)	-
Physical	**Colleague (4 participants)**	-	Ask colleague (P1, P4, P9)	Email/write note to colleague (P4, P5); delegate to colleague (P1)
	Written instructions (4 participants)	Place on desk (P3, P4, P6); interpret (P3, P4, P6); check against other sources for reliability (P3, P6)	-	Email claimant (P5, P6); place in drawer (P5)
	Paper personal file (2 participants)	Retrieve from shared cabinet (P1, P2)	-	Retrieve from shared cabinet (P2)
	Created paper cognitive aids (physical) (2 participants)	Tape next to desk (P7)	Retrieve from drawer (P6)	-