



[CA-276126] Add Received Date to the Document Repository View

Created: 04/04/2024 09:49 AM - Updated: 05/02/2024 03:28 PM

Status:	Committee Review		
Project:	CalSAWS		
Component/s:	None		
Fix Version/s:	None		

Type:	CER		
Reporter:	Frederick Gains	Assignee:	Rhiannon Chin
Labels:	None		

Main

Region #:	1		
County:	San Mateo		
Submitter's Name:	Edmund Zheng		
Submitter's Email:	ezheng@smcgov.org		
Submitter's Phone:	(650) 802-5053		
Request:	<p>In CalSAWS Perceptive, the document repository shows the view that contains the following columns: Processing Queue, Drawer, Case Number, Case Name, Form Name, Form Number, Document Type, Page, Created, Created By, and Modified.</p> <p>The Created column that contains the created date of the record is misleading. For example, the document was received and scanned to CalSAWS Perceptive on 1/16/2024 and was put into the exception queue. The worker resolved the exception and archived the document in the case on 4/3/2024. In this scenario, the created date shown in the document repository shows 4/3/2024 as created. This leads to confusion to workers viewing the case/person drawer in the document repository thinking that the document was received on 4/3/2024. For the worker to view the received date, the worker will need to open each document and look at the document properties. In addition to the confusion to the worker, the received date is used for a variety of different purposes ranging from prioritization of work received, the application date, timeliness, etc.</p>		
Recommendation:	Add an additional column to the document repository view for Received Date.		
Area(s) Impacted:	Imaging		
Committee:	Imaging		

Attachments
CER Add Received Date to Document Repository.docx (36 kB)