

Kristen Graham (adpce.ad)

From: Kristen Graham (adpce.ad)
Sent: Wednesday, February 22, 2023 7:36 AM
To: 'wwlab@hopearkansas.net'
Cc: 'jwilson@hopearkansas.net'
Subject: Duplicate SSO Records - AR0038466 Hope

Good morning,

I have noticed duplicate SSO reports being submitted online. Rather than submitting one initial report and then a second one to follow-up with missing information, only create one SSO record. Once the event is resolved and any missing information needs to be updated, please email me with the missing details. I can then go in and update the record from our side.

This will reduce the time we have to spend going through your records to determine which are duplicates, and will reduce unnecessary accumulation of reports in our database. Please address any future SSO updates to me, and I'll make sure the record is updated accordingly.

Thanks you,

KRISTEN GRAHAM

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