

Triage checklist (Network Support and Resolution)

This form is hardcoded into Dynamics. The questions are replicated below.

Date Entered Triage: 01/02/2024

Related Product List: Cash

Case Priority: High

Does the branch have any system issues: No

Is the amount below De Minimis: No

Check if 2 or more write offs in 12 months: No

Check unresolved losses in the 12 months totals over deminimus: Yes

Triage Outcome: Referral to Tier 2 for investigation

Date of Triage Outcome: 01/02/2024

Findings Overview This is a high priority case requiring Tier 2 investigation