

WEMS User Manual

SMOKEFREE
oregon

TABLE OF CONTENTS

About WEMS	3
Action Items	4
Verify Complaint Wizard.....	5
Step 1: Search Database for Existing Business	5
Step 2: Match Existing Business to Complaint	5
Step 3: Search for the Business in Google.....	6
Step 4: Associate Business with Complaint	6
Step 5: Determine Complaint's Actionable Status	7
Step 6: Confirm Business/Complaint Association.....	8
Search Complaints	9
Processing Complaints	10
Complaint Details	10
<i>County Comments</i>	10
<i>Printing Complaint Details</i>	10
Generate Correspondence	10
Business View	11
<i>Parent Businesses</i>	12
<i>Non-WEMS Generated Correspondence</i>	12
Site Visits	12
<i>Entering Site Visits</i>	13
<i>Remediation Plans and Follow-up Visits</i>	13
Citations	13
System Administration.....	15
Administer Business	15
Administer Complaints	15
Exempt Businesses.....	16
<i>Adding a new exempt business</i>	16
<i>Editing an existing exempt business</i>	17
Merge Businesses.....	17
<i>Step 1: Merge duplicate businesses</i>	17
<i>Step 2: Select businesses to merge</i>	18
<i>Step 3: Revise the complaint statuses</i>	19
Manage Users	20
Appendix A: Standardized Abbreviations	21
Index	22

ABOUT WEMS

The Workplace Exposure Monitoring System (WEMS) is a statewide data system developed by the Tobacco Prevention and Education Program (TPEP) to track complaints of violation of the Indoor Clean Air Act (ICAA). As of January 1, 2009, the ICAA requires most indoor workplaces and public places to be smoke-free and prohibits smoking within 10 feet of doors, windows and air intake vents. Since the ICAA is a complaint-driven law, a complaint must be filed against a business to begin the enforcement process.

WEMS is an entirely web-based system, beginning with the online complaint form. Complaints of violation will be entered by the public using an online form on the TPEP website. The complaints will automatically be entered into WEMS and the appropriate county enforcement delegate will receive notification via email when a new complaint is registered. The delegate will then use WEMS to process and respond to the complaint. All that is needed to access WEMS is a compatible web browser; WEMS does not require any additional software.

There are many benefits to using a statewide data system to process complaints. WEMS allows for easier and more accurate tracking of complaints than spreadsheets and paper files. Since WEMS is web-based, data can be processed quickly and from multiple locations; reporting and data analysis can be done for a specific county or on a statewide basis. Additionally, WEMS will improve consistency in responding to complaints of violations and will assist users with accurately following the complaint response process.

WEMS will be maintained by TPEP. Questions and requests for technical assistance should be directed to the county's TPEP liaison. County users must complete a registration form, available from their TPEP liaison, before they will be granted access to WEMS. TPEP will assign a username and password after receiving the completed form signed by the user's supervisor or county administrator.

ACTION ITEMS

The Action Items tab displays unresolved complaints. County users can only view unresolved complaints for their county. TPEP users and administrators can view unresolved complaints from all counties.

The "View TPEP Complaints" link is available only to TPEP users and administrators. Click this link to display complaints for all counties with the "Citation" status.

Click on a column heading to sort a table by the data in the selected column.

Click on a complaint ID to process that complaint:

- Unverified Complaints launches the Verify Complaint wizard.
- Response Letters generates a Complainant Response or Initial Response letter.
- Site Visits/Remediation/Citation displays the Site Visit or Citation page for that complaint

Action Items
Search Complaints
Reports

Action Items

Below are action items for: Multnomah County [Logout](#)

Unverified Complaints

Complaints not matched with Business (verify within 5 business days of the Complaint Date)

Complaint ID	Complaint Date	Business Name	Address	City	Zip Code
17	09/22/2008	Apple Bee	Lloyd Center	Beaverton	
18	09/23/2008	Test Lanes		Portland	

Response Letters

Complainant Response Letters Due

Complaint ID	Complaint Date	Business Name	Address	City	Zip Code	Generated Date	Sent Date	HardCopy Filed Date
Nothing found to display.								

Initial Response Letters Due (Send within 10 business days of the Complaint Date)

Complaint ID	Complaint Date	Business Name	Address	City	Zip Code	Generated Date	Sent Date	HardCopy Filed Date
5	09/13/2008	Brass Knuckle	4534 SE Belmont St	Portland	97215			
8	09/19/2008	Test Pub	1 Fake St	Portland	97232	09/19/2008	09/19/2008	
14	09/22/2008	Chevys Fresh Mex Restaurant	1951 NW 185th Ave	Hillsboro	97124	09/22/2008	09/23/2008	
15	09/22/2008	Smokey's	444 Smokers Ln	Portland	77777			

Site Visits/Remediation/Citation

Site Visit Due (Complete within 30 days of the Complaint Date)

Complaint ID	Business Name	Address	City	Zip Code	Complaint Date	Complaint Status
Nothing found to display.						

Remediation Plan Follow-up Visit Due (Complete within 30 days of the Remediation Due Date)

Complaint ID	Complaint Date	Business Name	Address	City	Zip Code
16	09/22/2008	Chevys Fresh Mex Restaurant	1951 NW 185th Ave	Hillsboro	97124

VERIFY COMPLAINT WIZARD

Click a Complaint ID under Unverified Complaints to launch the Verify Complaint Wizard.

STEP 1: SEARCH DATABASE FOR EXISTING BUSINESS

The complaint information is displayed in the Business Details section. Below the Business Details is a form that allows the user to specify criteria to use in a search to see if the business already exists in WEMS. Some fields in the form are auto-filled using the Business Details from the complaint. The first two criteria, "Business Name" and "Address" are selected by default.

To search for an existing business:

1. Click the checkbox to the left of the desired criteria.
2. Type the criteria value in the field.
3. Click Search For Business.

Check the boxes for fields you want to search on

<input checked="" type="checkbox"/>	Business Name:	Contains	Taco Bell
<input type="checkbox"/>	Address:	Contains	
<input type="checkbox"/>	Address 2:		
<input checked="" type="checkbox"/>	City:		Portland
<input type="checkbox"/>	County:	Multnomah	
<input type="checkbox"/>	Zip Code:		
<input type="checkbox"/>	Phone:		

Search For Business Cancel

In this example, the "Business Name" and "City" criteria have been selected for the search.

Click Cancel to return to the Action Items page.

STEP 2: MATCH EXISTING BUSINESS TO COMPLAINT

WEMS lists all businesses in the database that match the search criteria specified in Step 1. The list is displayed in the Search Results section at the bottom of the page.

 Inactive businesses will not be displayed.

To associate a listed business with the complaint:

1. Click the checkbox in the same row as the desired business name.
2. Click Use Checked Business.

If the business is not listed in the search results, there are four options:

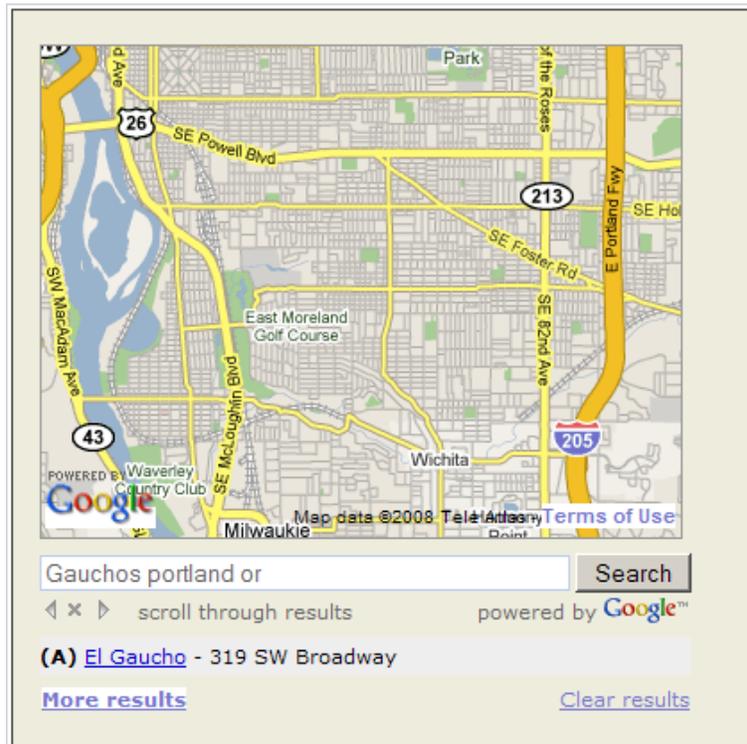
- Click Return to Step 1 to select new criteria for the search.
- Click Google Search to find the business information online.
- Click Enter New Business to add the business to WEMS
- Click Cancel to return to the Action Items page.

STEP 3: SEARCH FOR THE BUSINESS IN GOOGLE

Performing a Google search is the primary method for adding a business to WEMS if the database search in Step 2 does not return the correct result.

To search for a business using Google:

1. Type the business name and any address information provided in the business details in the field below the Google map (*example*: "Starbucks Portland OR").
2. Click Search.
3. Click the correct business from the list of matches displayed. That business's information will be used to auto-fill the form near the bottom of the page. **Note:** The first business listed is selected by default.
4. Click Use selected business.



If the business is not listed in the search results, there are four options:

- Click Return to Step 1 to select new criteria for the search.
- Click Back to select a business from the WEMS database.
- Click Enter New Business to add the business to WEMS
- Click Cancel to return to the Action Items page.

STEP 4: ASSOCIATE BUSINESS WITH COMPLAINT

Business details are displayed in the top section. Check to make sure all the information is correct and in the appropriate format. When finished, click Associate Business.

i If the business was already in WEMS (see Step 2), the fields in the first column of the Enter Business Details section will be grayed out to indicate they are uneditable. Contact information for the business can still be updated on the Business View page. Contact TPEP if changes to the business details is needed.

If the listed business is not the correct one to associate with the complaint, there are three options:

- Click Return to Step 1 to select new criteria for the search.
- Click Back to return to the previous Step.
- Click Cancel to return to the Action Items page.

STEP 5: DETERMINE COMPLAINT'S ACTIONABLE STATUS

Based on the text submitted by the complainant, select the appropriate Nature of Complaint from the drop-down menu. If the complainant described a situation in which the business is not in violation of the ICAA, select Not Valid.

Nature of Complaint*

Is Complaint Actionable?* Yes No If no, give reason:

[Click to check list of exempt businesses](#)

Additional Complaints Associated with this Business

Complaint ID	Complaint Date	Complaint Status	IRL Sent Date
Nothing found to display.			

To determine if a complaint is actionable:

1. Check the list of exempt businesses by clicking the "Click to check list of exempt businesses" link.
2. Determine if the complaint is actionable (if the business is in violation of the law):
 - a. If the complaint is not actionable because the business is exempt (for example, smoking cigarettes in a smoke shop), do not check the "Yes" box and select Exempt as the reason.
 - b. If the business is not exempt, but the complaint is not valid (the business is not in violation of the law), do not check the "Yes" box and select Not Valid as the reason the complaint is not actionable.
3. Determine if the business is in the Grace Period. If the complaint is valid, but the business is in the Grace Period, do not check the "Yes" box and select Grace Period as the reason the complaint is not actionable. The business is in the Grace Period if:
 - a. the IRL was sent within the last 5 business days.
 - b. the business is completing a remediation plan or awaiting citation (another complaint against the business has a status of site visit warranted,

remediation required, site visit denied, follow-up/violation, or follow-up visit denied).

4. If none of the above conditions apply, the complaint is actionable. Click the "Yes" check box.
5. Click Confirm.

If you are not able or ready to determine a complaint's actionable status, there are two options:

- Click Back to return to Step 4.
- Click Cancel to return to Action Items.

STEP 6: CONFIRM BUSINESS/COMPLAINT ASSOCIATION

If the information in the Business Details section is correct, click Done to complete the Verify Complaint wizard. If any information is incorrect, click Back to return to the previous Step, or click Cancel to return to Action Items.

SEARCH COMPLAINTS

The Search Complaints tab allows users to search for verified complaints using specified criteria. Select a value from a drop-down menu or type in a text box to include a field as search criteria. Click Submit when finished. The results are displayed in a table in the Results section at the bottom of the page. Click on a column heading to sort a table by the data in the selected column. Click on a Complaint ID to open the Complaint Details page for that complaint.

i County users cannot search for complaints in another county.

Action Items | Process Complaint | Search Complaints | Reports

Search Verified Complaints

Search for verified complaints using the search criteria below. To include a field in your search, select from the drop-down menu or fill in the blank field. Click on "Submit" and the results will display in the table below.

Complaint ID <input style="width: 80%;" type="text"/>	Complainant Name Contains <input style="width: 80%;" type="text"/>
Complaint County Multnomah <input style="width: 80%;" type="text"/>	Parent Business Name Contains <input style="width: 80%;" type="text"/>
Complaint Status All <input style="width: 80%;" type="text"/>	Business Owner Contains <input style="width: 80%;" type="text"/>
Business Type All <input style="width: 80%;" type="text"/>	
Business Name Contains <input style="width: 80%;" type="text"/>	
Business Address <input style="width: 95%;" type="text"/>	
Business City <input style="width: 95%;" type="text"/>	
Business Zip <input style="width: 95%;" type="text"/>	
Between Dates 07/28/2008 and 09/26/2008	
Complaint owner All Owners <input style="width: 80%;" type="text"/>	

Results

Complaint ID	County	Business Name	Address	City	Zip Code	Complaint Date	Reason Non-actionable	Complaint Status
Nothing found to display.								

PROCESSING COMPLAINTS

The Process Complaint tab is an umbrella for five different WEMS features: Complaint Details, Correspondence, Business View, Site Visit and Citation. Users access these pages by clicking a Complaint ID under the appropriate Action Item. Each page contains links to the other pages, allowing the user to navigate easily.

COMPLAINT DETAILS

The Complaint Details page displays:

- information about the complaint
- the business associated with the complaint
- the complaint's correspondence history.



This information cannot be edited from this page.

County Comments

County users can enter comments about the complaint in the text box at the bottom of the page. Click Save Comments when finished. A date and user ID stamp will be added to the comment.



Past comments cannot be edited.

Printing Complaint Details

Click Print Complaint Details to print out the information displayed on the Complaint Details page.

GENERATE CORRESPONDENCE

The Generate Correspondence page provides templates for the Initial Response Letter and Complainant Letter, as well as a custom letter. The text editor allows the user to make changes to any letter.

To generate a letter:

1. Select the correct template from the Correspondence Type drop-down list.



If the user clicked a Complaint ID link on the Action Items page to display the Generate Correspondence page, the appropriate template will already be selected.

2. Edit the letter as needed.
3. Click Print 



If random characters appear in the header and footer of the correspondence when printed, the print settings of the browser may need to be adjusted. Consult your local IT support personnel for assistance with browser settings.

4. Click Save



The Initial Response Letter (IRL) must be sent within 10 business days of the complaint submitted date. WEMS does not track or provide reminders regarding this response time.

Correspondence history for the complaint is displayed at the bottom of the page. Correspondence dates are manually entered by the user, except for the Generated Date, which is automatically created when the Save button (see Step 4 above) is clicked.



Correspondence cannot be edited after a Sent Date is saved.

To enter a correspondence date:

1. Click the appropriate date field to display a calendar.
2. Click the correct date from the calendar.
3. Click Save.

If a mistake was made on a letter or a sent date was entered, but the letter was never actually sent, click the Discarded Correspondence check box and click Save. This will allow a new letter of the same type to be generated for the complaint.



A discarded letter can *NOT* be retrieved.

BUSINESS VIEW

The Business View page contains information related to the business, including all complaints associated with the business and a list of items kept in the hardcopy file. The top section of the Business View page displays contact information for the business, business contact and business owner.

Users can modify contact information and add comments about the business. Click "Save" when finished. The information displayed on the Business View page can be printed by clicking "Print Business View".



Business information (name and address) cannot be changed. Contact TPEP if this information needs to be updated.

Parent Businesses

Some businesses may have a parent business. Contact information for that parent business can be entered on the Business View page. If the parent business is the primary contact, click the "Use Parent Business as Primary Contact" checkbox.



Checking the "Use Parent Business as Primary Contact" box is for informational purposes only. Correspondence generated by WEMS will not automatically be addressed to the parent business. To address a letter to the parent business, the correct information must be manually entered into the document.

Non-WEMS Generated Correspondence

There may be times when it is necessary to generate complaint-related correspondence outside of WEMS. The Business View page provides a way to track any complaint-related correspondence with the Hardcopy File Log.

To enter non-WEMS generated correspondence into the Hardcopy File Log:

1. Select the correct Complaint ID from the drop-down list.
2. Type the Correspondence Title.
3. Click the Hardcopy File Date field to display the pop-up calendar.
4. Click the correct date on the pop-up calendar.
5. Click Add to Hardcopy File Log.

SITE VISITS

The Site Visit page contains information about site visits and follow-up visits related to the complaint. The Business Details section displays contact and complaint information for the business.

Businesses with multiple complaints may warrant a site visit. The dates and results of site visits are recorded in the form at the bottom of the Site Visit page.

To enter site visit information:

1. Click the desired "Date" field to display a calendar.
2. Click the desired date on the calendar.
3. Click the radio button that corresponds to the correct answer for each question.
4. Type comments in the County Comments text box, if necessary.
5. Click Save.

Entering Site Visits

A site visit must be conducted within 30 days of the subsequent complaint submitted date.

 Dates beyond this time frame cannot be entered by county users. Please contact TPEP.

If the site visit was not conducted because the investigator was denied entry to the premises, comments explaining the denial must be entered in the County Comments section at the bottom of the page, and the case will be automatically assigned a status of "Citation" and an email notification will be sent to TPEP.

If a violation was found, the remediation plan completion date ("Remediation Date") will automatically enter a value equal to the Site Visit Date + 15 days. If no violation was found, the complaint is considered resolved.

Remediation Plans and Follow-up Visits

A follow-up visit must be conducted within 30 days of the remediation plan completion date.

 Dates beyond this time frame cannot be entered by county users. Please contact TPEP.

If the follow-up visit was not conducted because the investigator was denied entry to the premises, comments explaining the denial must be entered in the County Comments section at the bottom of the page. The case will be automatically assigned a status of "Citation" and an email notification will be sent to TPEP.

If the remediation plan was not completed, and/or other violations were found, the case will be automatically assigned a status of "Citation" and an email notification will be sent to TPEP. If the remediation plan was completed and no additional violations were found, the complaint is considered resolved.

CITATIONS

The top section of the Citation page displays the business details for the complaint. Below that is displayed all the complaints associated with the business.

The lower section of the page is the Citation form. The complaint ID, submitted date, and submitted text if the current complaint are displayed first, followed by the form fields.

 Only TPEP users may edit this form; county users can view information but cannot save any changes.

To set the complaint status to "Citation Issued":

1. Click the Hardcopy File Received from County Date field
2. Click the correct date on the calendar.
3. Click the Hardcopy File Reviews Completed - DHS field.
4. Click the correct date on the calendar.
5. Click the Hardcopy File Reviews Completed - DOJ field.
6. Click the correct date on the calendar.
7. Click the Citation Issued? Yes - Date issued and put in Hardcopy file field.
8. Click the correct date on the calendar.
9. Click save.

To set the complaint status to "Citation not issued":

1. Click the Hardcopy File Received from County Date field
2. Click the correct date on the calendar.
3. Click the Hardcopy File Reviews Completed - DHS field.
4. Click the correct date on the calendar.
5. Type the reason a citation was not issued in the Citation Issued? No - Reason not issued field.
6. Click Save.

To set the complaint status to "Fine Received":

1. Click the Fine Received? Yes - Date Received field.
2. Click the correct date on the calendar.
3. Click Save.

SYSTEM ADMINISTRATION

WEMS includes several system administration tools available only to TPEP administrators.



ADMINISTER BUSINESS

The Administer Business page is accessed by clicking the Administer Business link on the Process Complaint tab. The link appears when a user is logged in as a system administrator.

Administer Business

Type your changes below and click Save to modify the Business Name, Address, and/or the County.

Business*

Address*

Address 2

City*

Zip Code* -

County*

Check if the business is Active Uncheck if the business is Inactive (out of business)

A WEMS system administrator can use the Administer Business page to modify a business details: business name, address, city, zip code and county. This is the only place where this information can be modified once a business has been added to WEMS.

The Administer Business page can also be used to make a business active or inactive. If the checkbox at the bottom of the form is empty, the business is inactive. Click the checkbox to add or remove the checkmark.

When all changes to the business are complete, click Save.

ADMINISTER COMPLAINTS

The Administer Complaints page is accessed by clicking the Administer Complaints link on the Process Complaint tab. The link appears when a user is logged in as a system administrator.

Business details and all complaints associated with the business are displayed on the Administer Complaints page. Click a complaint ID from the table to select that complaint. The complaint details then appear in the form at the bottom of the page. The administrator can modify a complaint status, the nature of the complaint, whether the complaint is actionable, the reason it is non-actionable, and if the complaint is the first valid complaint against the company.

Administer Complaints

Business Details

Business Name: Kells Irish Restaurant & Pub	Business Status: Active
Address: 112 SW 2nd Ave	Type of Business: Bar/Tavern
Address 2:	Business Phone: (503)227-4057
City: Portland	Contact Name:
Zip Code: 97204 -1111	Contact Email:
County: Multnomah	Business Owner:

All Complaints on this Business

Update the Complaint Status, Nature of Complaint, Actionable Status and Non-Actionable Reason as appropriate for each complaint associated with this business.

Complaint ID	Complaint Date	Complaint Status	Nature of Complaint	Is Complaint Actionable?	Non-actionable Reason	First Valid Complaint?
1	09/22/2008	Initial complaint received	Smoking inside	Yes		No
13	11/03/2008	Follow-up/violation	Smoking inside	Yes		Yes

Complaint ID:

Complaint Status:

Nature of Complaint:

Is Complaint Actionable? Yes

Non-actionable Reason:

First Valid Complaint? Yes

When all changes to the business are complete, click Save.

EXEMPT BUSINESSES

The Exempt Businesses page is accessed by clicking the Exempt Businesses link on the Process Complaint tab. The link appears when a user is logged in as a system administrator and is on either the Administer Business or Administer Complaints page.

Adding a new exempt business

Fill out the fields below the Search Results section to add a new exempt business. Fields with an asterisk (“*”) by their names are required fields. Click Save when finished.

Update and Add Exempt Businesses

To add an exempt business, type the business information into the data entry fields and click Save.

To update an existing business, locate the business you wish to update in the table below. Click on the Business Id link in the left column. Modify the appropriate information and click Save.

Search Results

Business Id	Business Name	Address	Address 2	City	Zip Code	Business Owner's Last Name	Business Owner's First Name	Last Exempt Certification Date	Exempt Certification Status	Exempt Certification Type	Entered By	Approved By
1		123 N. SmokeStack Way	ste 5	Portland	97123	Smyth	Bob	01/01/2008	Certified	Cigar Bar	John	John
2			Ste F	Beaverton	97005	me	too	10/22/2008	Certified	Cigar Bar	C Moses	S Stuchell
3		333 N. Smokers Ave	Ste 56788	Portland		Smoker	Ima	11/13/2008	Certified	Cigar Bar	Me	Me

Clear Form Save

Exempt Business Name*

Exempt Business Address*

Exempt Business Address

Exempt Business City*

Exempt Business Zip Code*

Business Owner's Last Name*

Business Owner's First Name*

Last Exempt Certification Date* (MM/DD/YYYY)

Certified Expiration Date* (MM/DD/YYYY)

Exempt Certification Status*

Exempt Certification Type*

Entered By

Approved By

Editing an existing exempt business

Existing exempt businesses are listed in the Search Results section. Click the business ID to display the business details in the form fields. Edit the fields and click Save when finished.

MERGE BUSINESSES

Businesses that have been entered in WEMS more than once due to discrepancies in business name or address need to be merged. The Merge Businesses page is accessed by clicking the Merge Businesses link on the Process Complaint tab. The link appears when a user is logged in as a system administrator and is on either the Administer Business or Administer Complaints page.

 **Merging businesses is final and cannot be reversed.**

Step 1: Merge duplicate businesses

The first step in merging businesses is to search for the two businesses to merge. The merge duplicate businesses page contains two search forms. Search form A is used to find the duplicate business; search form B is used to find the business being merged to.

To search for duplicate businesses:

1. Select the criteria for searching in column A
2. Click Search For Business
3. Select the criteria for searching in column B
4. Click Search For Business

The results from each search will be displayed in tables at the bottom of the page.

Step 1. Merge Duplicate Businesses and Associated Complaints

Use the search criteria below to search for the businesses to merge. Select one business in each column. The business with the first IRL Sent Date **MUST** be in column B. Print the business views before clicking on Merge Business.

A. This business will be merged into the business in column B.

Business Name: Contains

Address: Contains

Address 2:

City:

County: Multnomah

Zip Code:

Business Phone:

B. This Business MUST have first IRL sent Date.

Business Name: Contains

Address: Contains

Address 2:

City:

County: Multnomah

Zip Code:

Business Phone:

Merging these businesses is final and cannot be reversed. Print the Business Views for the selected businesses before proceeding. When you're sure you want to proceed with the merge, click Merge Businesses.

Business to merge from:

Check Business	Business Name	Address	City	Zip Code
4	Kells Irish Restaurant & Pub	112 SW 2nd Ave	Portland	97204
10	Kells Irish Restaurant & Pub	112 SW 2nd Ave	Portland	97204
8	Kellsey's	5610 N Lombard St	Portland	97203

Business to merge to:

Check Business	Business Name	Address	City	Zip Code
Nothing found to display.				

Step 2: Select businesses to merge

A search for duplicate businesses may return more than one business per column in Step 1. Step 2 allows the administrator to select the correct businesses for the merge from two drop-down menus (one for each column from Step 1). When the correct businesses are selected, click Merge Businesses.

Additional options on this page also include returning to Step 1 or canceling the merge wizard. Click the Print Business View button to open a new window that contains the business details for both selected businesses.

Step 2. Select Businesses to Merge

The lists below contain all of the businesses in the database that match your search criteria. Use the drop downs to select a business from each column.

Select Business Id to merge from: Select Business Id to merge to:

ID: 4, Kells Irish Restaurant & Pub
ID: 4, Kells Irish Restaurant & Pub

Merge Businesses
Return to Step1
Cancel

<i>Business to merge from:</i>					<i>Business to merge to:</i>				
Check Business	Business Name	Address	City	Zip Code	Check Business	Business Name	Address	City	Zip Code
4	Kells Irish Restaurant & Pub	112 SW 2nd Ave	Portland	97204	4	Kells Irish Restaurant & Pub	112 SW 2nd Ave	Portland	97204
10	Kells Irish Restaurant & Pub	112 SW 2nd Ave	Portland	97204	10	Kells Irish Restaurant & Pub	112 SW 2nd Ave	Portland	97204
8	Kellsey's	5610 N Lombard St	Portland	97203	8	Kellsey's	5610 N Lombard St	Portland	97203

Step 3: Revise the complaint statuses

All complaints associated with the duplicate business are added to the merged business. Step 3 allows the administrator to revise the status of all complaints associated with the merged business, except for the complaint with the earliest Initial Response Letter Sent Date.

To revise a complaint status:

1. Click the complaint ID of the desired complaint.
2. Select the correct complaint status from the drop-down menu.

Step 3. Revise the Complaint Statuses

The status of the complaint with the first IRL Sent Date may not be changed from IRL Sent. Complaint statuses for all other complaints may be modified by clicking on the complaint ID link in the table below. Update the Actionable checkbox and Non-Actionable Reason as appropriate for each complaint.

Complaint with the first IRL Sent Date			
Complaint ID	Complaint Date	Complaint Status	Nature of Complaint
29	11/05/2008	IRL sent	Smoking inside

All other Complaints

Complaint ID	Complaint Date	Complaint Status	Nature of Complaint	Is Complaint Actionable?	Non-actionable Reason
31	10/05/2008	Site visit warranted	10 foot rule violation	true	

Make changes for complaint ID: 31, then click Save.

Complaint Status: Site visit warranted

Is Complaint Actionable?

Non-actionable Reason: Select Reason

Save

Finish Merge

Click the “Is Complaint Actionable?” checkbox if it is necessary to change the complaint’s actionable indicator. If the complaint is non-actionable, be sure to select the

appropriate reason from the Non-actionable Reason drop-down. Click save when all changes are complete.

Repeat the revision process for each complaint that needs to be edited. When all the complaints have been revised, click Finish Merge. Click Return to start the Merge Business Wizard again.

MANAGE USERS

The Manage Users page is accessed by clicking the Manage Users link on the Process Complaint tab. The link appears when a user is logged in as a system administrator.

User List

Click on username link to edit user. [Add User](#)

User Name	First Name	Last Name	Email
clackamas	Clackamas	County	clackamas@clackamas.gov
klamath	Klamath	County	klamath@klamath.gov
umatilla	Umatilla	County	umatilla@umatilla.gov
wheeler	Wheeler	County	wheeler@wheeler.gov

A list of users is displayed on the Manage Users page. Administrators can edit existing users by clicking the user name. A User Details form is displayed with the user information in the form fields. Click Save when the changes are complete, or click Delete to delete the user.

Click Add User to display a blank User Details form. Fill out the form and click Save to add the new user.

User Details

Please fill in user's information below.

Note: altering user information will affect the .

User Name

Email*

First Name*

Last Name*

User County*

User role*

Password:

APPENDIX A: STANDARDIZED ABBREVIATIONS

To ensure that all addresses in WEMS are standardized, capitalize the first letter only of street suffixes and secondary unit designators and do not use punctuation. Capitalize both letters of directional abbreviations.

Examples:

- Avenue = Ave
- Boulevard = Blvd
- Court = Ct
- Drive = Dr
- Lane = Ln
- Parkway = Pkwy
- Place = Pl
- Street = St
- Terrace = Ter
- Way = Way
- Building = Bldg
- Department = Dept
- Suite = Ste
- Northeast = NE
- Northwest = NW
- Southeast = SE
- Southwest = SW

INDEX

action items	4, 7, 8	exempt businesses	7, 16
page	5, 6, 10	page	16
tab	4	follow-up visit	12, 13
add user	20	generate correspondence page	10
administer business	15, 16, 17	generated date	10
link	15	google search	5, 6
page	15	grace period	7
administer complaints	15	hardcopy file	11
link	15	date	11
page	15, 16, 17	field	13
business	3, 6, 7, 10, 11, 12, 15, 17	log	11
associate	6	ICAA	3, 7
contact	11	Indoor Clean Air Act	3
details	5, 6, 8, 12, 15, 16, 18	initial response letter	4, 10
enter new	5, 6	sent date	19
existing	5	manage users	20
ID	16	link	20
name	5, 6, 15, 17	page	20
owner	11	merge businesses	17, 18
search for	5	link	17
business view	11	page	17
page	6, 11	wizard	19
print	18	parent business	11
citation	7, 13	process complaint tab	15, 16, 17, 20
form	13	remediation plan	7
page	4, 13	completion date	13
complainant	7	search results	5, 6, 16
response letter	4, 10	sent date	10
complaint	3, 4, 5, 6, 7, 10, 13, 15, 19	site visit	13
details	10	date	13
ID	4, 9, 10, 11, 13, 15, 19	page	4, 12
is actionable	7, 15	standardized abbreviations	21
nature of	7, 15	system administrator	15, 16, 17, 20
status	15, 19	Tobacco Prevention and Education	
submitted date	10, 13	Program	3
correspondence	10, 11	TPEP	3, 4, 6, 11, 13
dates	10	liason	3
discarded	10	users	4, 13
history	10	website	3
type	10	user details form	20
county	3, 4, 9	verify complaint wizard	4, 8
comments	10, 12, 13	WEMS	3, 5, 6, 10, 11, 15, 17, 21
users	3, 4, 9, 10, 13	Workplace Exposure Monitoring System	
duplicate businesses	18	3