WA429 CONTACT LOG WITH MULTIPLE CONTACT REASONS

When creating a Contact Log that has multiple Contact Reasons, only the first Contact Reason selected will generate the corresponding task. The following workaround should be used:

Work Completed During Contact

If one task was completed during contact and one task needs to be created, create the Contact Log Entry in the following order to ensure that the appropriate task is generated. (Example: Address Change completed during contact, Add New Person task needs created).

Select the 'Add New Person' Contact Reason first, click the Add button, and then select the 'Address Change' Contact Reason.

Multiple Tasks are Needed

If multiple tasks need to be generated, only one should be entered per Contact Log. The worker will need to create two (or more) individual Contact Log entries to ensure that all appropriate tasks are generated.

Document Change Log

Date	Version	Author	Change Description
08/14/2015	2.7	J. King	Initial Draft completed

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