



General Notes

- The information below to be used when searching for an application that has been **Returned (rejected) or Reassigned**.
- The CRM14 form Returned (rejected) by the LAA or Reassigned will be found in a Users **InTray** - once the form as been opened and saved it will be found in **Saved Forms** - *Other forms you are working on*
- Only the User the form has been reassigned to can access the form to make amendments and will receive all related correspondence.

1. Searching for your CRM14 Form

InTray

Forms that have been Returned (rejected) or Reassigned by an eforms Administrator will be found here - clicking on the Refresh button will display recent changes in the InTray.

USN/Type/Stage - Returned or Reassigned

Originated / By - User whom created the form

Now With / Since - User the form is now with

'Click' on **Returned or Reassigned** in **USN/Type/Stage** to open the form.

The screenshot shows the eForms InTray interface. At the top, there are navigation tabs: In Tray, Messages, Saved Forms, Track Forms, New Forms, and Offline. Below these, there are radio buttons for 'Forms Sent to me' and 'Forms you created / Other forms you are working on'. A 'Refresh' button is visible. The main table displays the following data:

USN / Type / Stage	Originator	Now With / Since	Details
NNNNN: CRM14 Returned or Reassigned	31/Oct/2014 13:52 PAULA SMITH	Carol Andrea 20/Nov/2014 09:35	MAAT IDs = Priority = No

Below this, there is another table with more columns:

USN / Type / Stage	Originator	Sent	Last Viewed	Details
NNNNN: CRM14 Returned or Reassigned	PAULA SMITH	20/Nov/2014 09:35	20/Nov/2014 15:50	MAAT IDs = Priority = No Provider Account No = 1A234B Queue = CAT Liverpool
NNNNN: CRM14 Returned or Reassigned	PAULA SMITH	03/Nov/2014 15:45	04/Nov/2014 08:56	MAAT IDs = Priority = Yes Provider Account No = 1A234B Queue = CAT Liverpool

Saved Forms - Other forms you are working on

If a Returned (rejected) or Reassigned form has been opened and saved then it will be found here - clicking on the Refresh button will display recent changes in Saved Forms.

'Click' on **Returned or Reassigned** in **USN/Type/Stage** to open the form.

For further information on searching using the **InTray** and **Saved Forms** - see quick guide **eforms - using TAB's**

Contact the **Customer Services Team** if you require further assistance.