

ADEQ

Arkansas Department of Environmental Quality

Integrated Information Systems

CAO/NOV

User Guide

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Address comments or questions to ADEQ [Computer Services](#).

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Chapter 1: INTRODUCTION

The *CAO/NOV User Guide* is intended for all CAO/NOV users, but not all information in this guide is applicable to all users. Where necessary, the role of the person performing the described function is indicated (e.g., Enforcement, Legal, Fiscal).

Using this guide, you can follow the procedures in each chapter to perform functions in CAO/NOV, or you can turn to Appendix A and review the information available in most of the data entry screens. Appendix A provides greater detail about individual fields.

 For purposes of version control, the document revision date is indicated on the inside cover of this book (page ii).

Styles

Throughout this guide, character styles are used to indicate the use of CAO/NOV elements as buttons, menus, and screens. The following table provides a description of each:

Element	Style	Description
Button	Arial Box with Shadow	Indicates any button available in a CAO/NOV window.
Field Name	Arial Bold	Indicates any field on a CAO/NOV window.
Keystroke	{Arial Brackets}	Indicates keys used to perform CAO/NOV functionality.
Hyperlink	Arial Underline Blue	Indicates a link to a document or Web page.
Pull-Down Menu	Arial Bold	Indicates CAO/NOV pull-down menu options.
Screen	ARIAL SMALL CAPS	Indicates any CAO/NOV screen within Internet Explorer.

Table 1: Style Guide

Troubleshooting

To submit technical questions regarding CAO/NOV, select the [Send Feedback](#) link at the top of any CAO/NOV screen. For questions regarding access and permission levels, contact the [CAO/NOV Administrator](#).

Accessing CAO/NOV

Complete the following steps to open CAO/NOV:

1. Double-click the [Internet Explorer](#) shortcut on your desktop.
2. Type IHW in the **Address** field.
3. At the ADEQ Intranet Web page, select the [CAO/NOV System](#) link in the menu on the left of the screen. You are automatically logged in with the permissions assigned to your computer user ID (*Figure 1*).



If you click on the CAO/NOV link and receive an “Access Denied” message, contact the CAO/NOV Administrator.

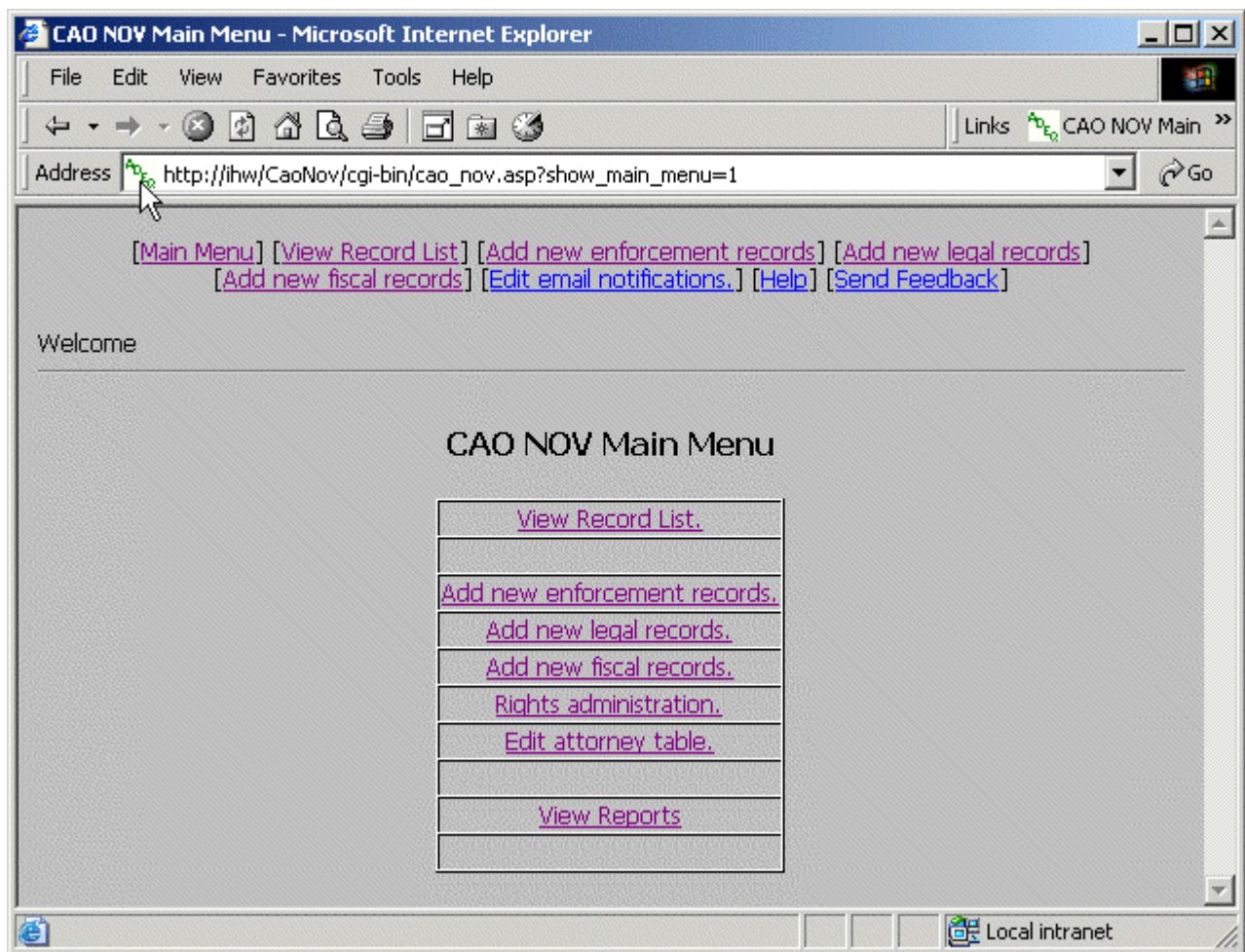


Figure 1: CAO/NOV Main Menu



The figures in this book show access to all CAO/NOV functions, but you will only see the functions available with your permission level.

Using Internet Explorer

While using CAO/NOV, the **Back** and **Forward** buttons in Internet Explorer may be helpful navigation tools. However, if you add a record and then use the **Back** button to return to a record list (for example, adding a task and the returning to the task list), the new record will not appear in the list until you select the **Refresh** button on the Internet Explorer task bar.



If you need to go back and reference other screens, try opening more than one Internet Explorer window to view CAO/NOV records. If viewing a list of records in a separate window, you will need to refresh the other window after adding or modifying records.

CAO/NOV provides certain printing options to create reports in PDF format. You can also use the Internet Explorer **Print** button to obtain a copy of any screen.

Adding a Shortcut in Internet Explorer

You may wish to add a link to CAO/NOV in your Internet Explorer toolbar as shown in *Figure 1*. This will enable you to go directly to CAO/NOV instead of clicking through the IN-HOUSE WEB page.

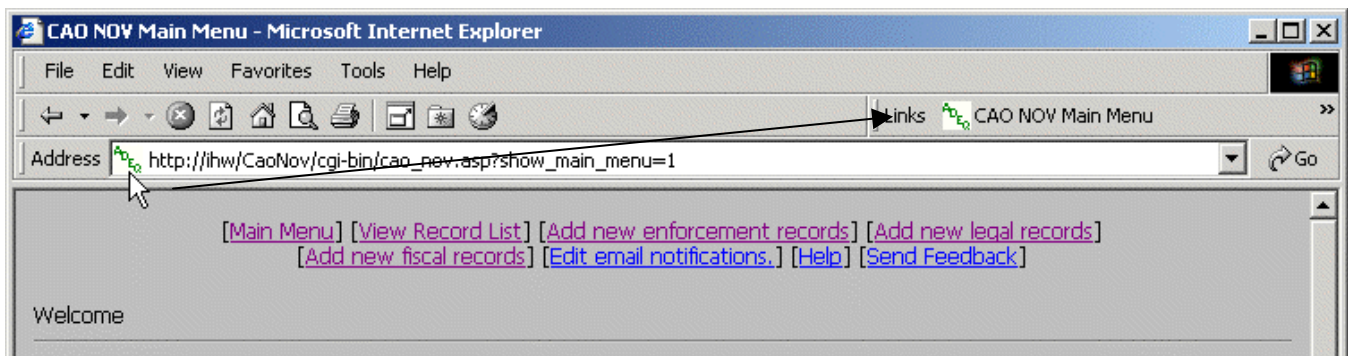


Figure 2: Adding a Link

Complete the following steps to add a link for CAO/NOV:

1. Go to the CAO/NOV MAIN MENU.
2. When the full intranet address appears in the **Address** field, click on the icon at the beginning of the address.
3. Drag the icon to the **Links** toolbar.

Exiting CAO/NOV

Now that you're in CAO/NOV, you may find yourself navigating several screens deep to get where you want to go (*Figure 3*). To get back to where you started, select the **Back** button on Internet Explorer. To completely exit CAO/NOV, go to the **File** menu and select **Exit**, or click the **X** at the top right of the Internet Explorer window. Any changes that have not been recorded will not be saved.

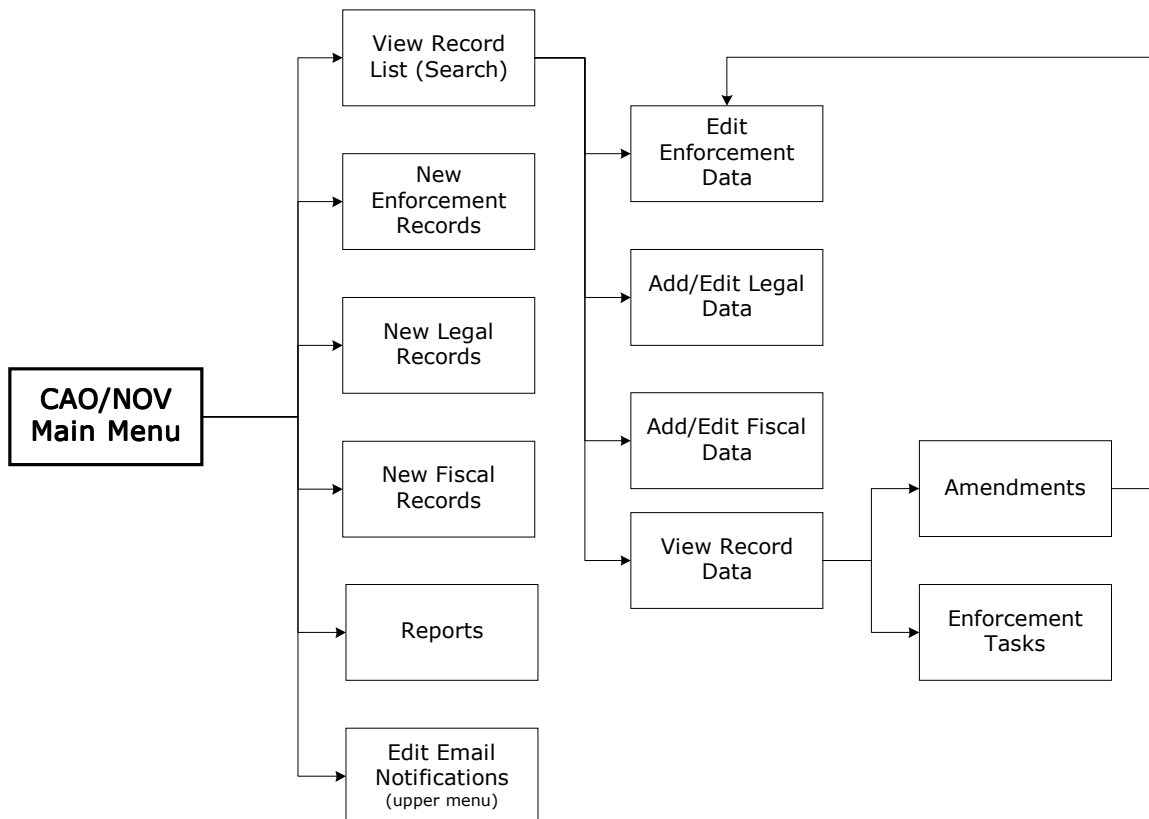


Figure 3: CAO/NOV Screen Overview

CAO/NOV Roles and Permissions

As shown in *Figure 3*, CAO/NOV has several different types of functionality. Most users, however, will only have read-access to the information provided in CAO/NOV and will not have permissions to add or modify records.

There are two primary roles within CAO/NOV, each with specific permissions (*Table 2*). These permissions are related to your computer login ID. A single individual may have more than one role in CAO/NOV, with permissions specific to those roles. At a minimum, all users have at least read access to all CAO/NOV records.



Warning! Anyone who uses your computer can log into CAO/NOV with your permissions. If you have the permissions to modify CAO/NOV records, consider locking your computer by pressing Alt+Ctrl+Delete when you leave your desk.

Role	Description
CAO/NOV Administrator	This role is typically restricted to one user who has permissions to add all other users and assign them permissions. Requests to add or modify CAO/NOV user accounts should be directed to this person.
Enforcement Administrator	This role is restricted to the Enforcement Division. Enforcement Administrators can create cases on CAO/NOV, modify or delete those records until an LIS number is assigned, and add/modify amendments and tasks until the case is closed.
Legal Administrator	This role is restricted to the Legal Division. Legal Administrators can assign LIS numbers to open cases, and create and modify legal data on all open cases with LIS numbers. This role also includes all Enforcement Administrator permissions.
Fiscal Administrator	This role is restricted to the Fiscal Division. Fiscal Administrators can create and modify payments against open cases with LIS numbers.
General User	This role applies to all users, and provides read-only access to all CAO/NOV records. Some General Users may have additional roles for their division.

Table 2: CAO/NOV Roles and Permissions

Screen Components

Each CAO/NOV screen contains navigational features such as buttons, radio buttons, and hyperlinks. This section provides an explanation of each type of functionality.

Buttons

There are several standard types of buttons on CAO/NOV screens, as well as some special functions (these will be discussed in the applicable chapters). The standard buttons are described in the following table.

Some buttons shown in the figures throughout this book will not appear in your version of CAO/NOV. This is either because your permission level does not allow use of the button, or because you must create a record before the button can be used, or for other reasons where the button function is not applicable or logical at that time. For example, if your permission level is General User (read-only), most CAO/NOV functionality (creating and modifying records) will be unavailable.

Function	Description
Add	Add records to the CAO/NOV database (create a new record).
Edit	Modify records already existing in the CAO/NOV database.
View	View the selected record.
Delete	Remove the record from the CAO/NOV database.
Cancel	Clear all fields.
Exit	Return to the previous screen. If you are in a data entry screen and have entered data, CAO/NOV will provide a prompt to save your changes. This function can be initiated using either the Exit button, by clicking the X in the upper right corner of the window, or through the File menu. If using the X button, a prompt will verify you wish to exit the open window.

Table 3: CAO/NOV Buttons

Radio Buttons

Radio buttons are provided throughout CAO/NOV to select records for adding, editing, or viewing. To select any record, click the radio button at the beginning of the record. Only one record can be selected at a time, so if you click more than one radio button, the previous radio button will be deselected.

Hyperlinks

Any underlined word in CAO/NOV is a hyperlink. To access one of these links, double-click the underlined word. Once you have accessed a link, it will change from blue to purple.

Keyboard Shortcuts

To minimize the ergonomically unfriendly practice of switching repeatedly from keyboard to mouse, you can tab between fields. To go back to a field, press {Shift + Tab} on your keyboard.

Notifications

CAO/NOV provides advisories in green or red at the top of screens to notify users that a given action was successful or was not completed for the reason specified.

CAO/NOV Data Relationships

Using AFINs, CAO/NOV tracks many of the monitoring tasks performed by ADEQ personnel. The following diagram describes these activities:

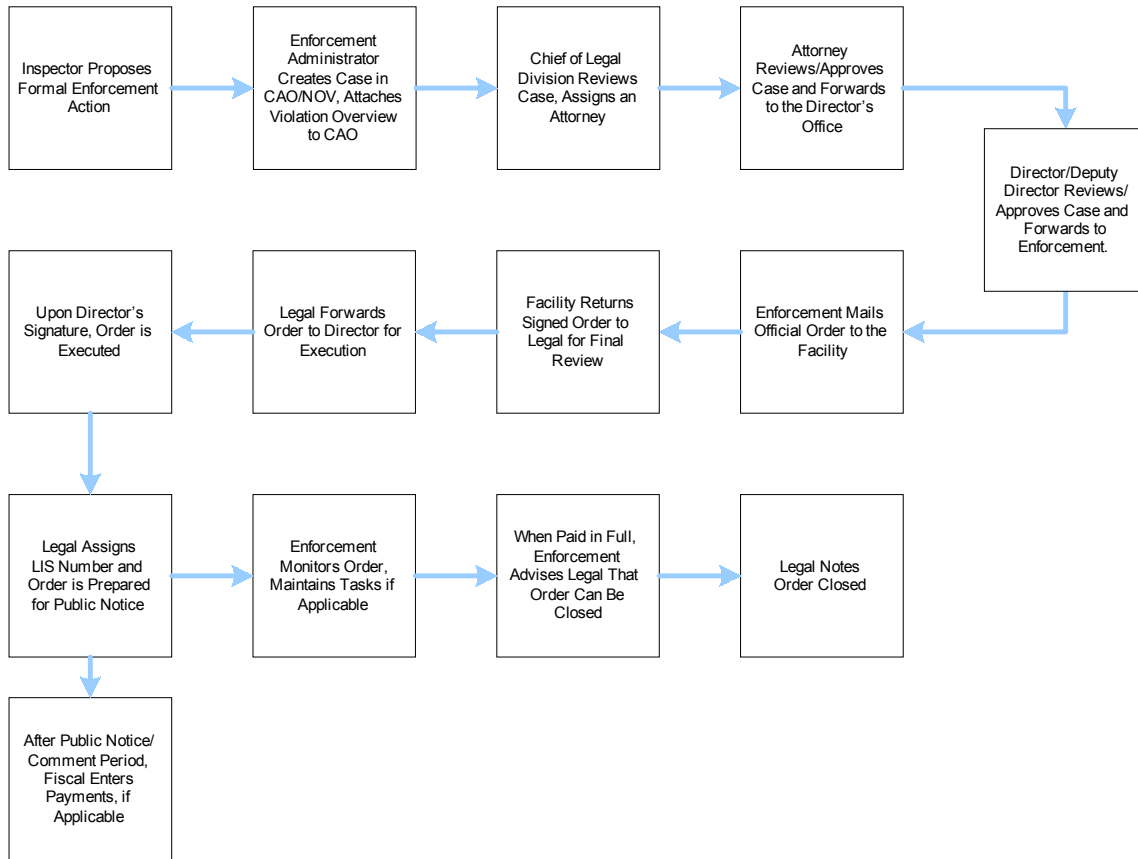


Figure 4: CAO/NOV Data Relationships

I If Required, Case Changes are Created as Amendments, Revised CAO

AFINs

Before a case can be created in CAO/NOV, it must be assigned an ADEQ Facility ID Number, or AFIN (see *Chapter 8: Deleting Records*). This code is added through the PDS system by the AFIN Administrator, and is referenced by all CAO/NOV records.

I The AFIN for a case may not be the same as the AFIN for the responsible party. A case AFIN should be specific to the area where the violation occurred. To request a new AFIN, submit a New AFIN Request form to the AFIN Administrator.

Enforcement Creates Case

For each case, the Enforcement Division requests an AFIN and creates a record within CAO/NOV, which is printed and attached to the order. Enforcement retains the ability to edit and delete cases during the review/change process until an LIS is assigned.

Case Review/Change Process

Legal reviews the order and assigns an attorney. Minor changes are communicated to Enforcement, which makes the changes on the order and in CAO/NOV. Enforcement then submits the order to the Director/Deputy Director for approval or changes. It is then forwarded to the facility, and the facility signs and returns the case to Enforcement, which sends it to the Director. Once the Director signs the order, it is in executed status and the penalty is due on the date stated in the order.

Legal Assigns LIS Number

Once an order is executed, the Legal Administrator assigns an LIS number. At this point, the Enforcement Division is no longer able to delete the case.

Enforcement Adds Tasks

Once an LIS number is assigned to an order, the Enforcement Administrator can add tasks to the record. These are for tracking purposes only, and not monitored by the Legal or Fiscal divisions. A order can be closed even if task records are not closed.

Amendments

Once an LIS number is assigned to an order, changes must go through the Review/Change Process and then entered into CAO/NOV as Amendments. The program creates a new record that contains most of the data from the original order, as well as changes to the wording and/or penalty amount. If the penalty amount changes, CAO/NOV will recalculate the payments (where applicable).

Fiscal Records

Payments may be paid on an order at any time, but cannot be deposited until the order is executed and the public notice is completed. Payments cannot be entered into CAO/NOV until an LIS number is assigned.

Audit Information

Auditable events are tracked throughout CAO/NOV and can be viewed at the bottom of most data entry screens (*Figure 5*). Some audit records provide only the user and modification date, while others note actual changes.

Audit information:			
Enforcement:			
Record Created By:	McGuire	Record Created Date:	6/26/2002 3:11:44 PM
Record Modified By:		Record Modified Date:	
Legal:			
Record Created By:	McGuire	Record Created Date:	6/26/2002 3:12:31 PM
Record Modified By:		Record Modified Date:	
Fiscal:			
Record Created By:	McAllisterp	Record Created Date:	6/27/2002 8:12:13 AM
Record Modified By:		Record Modified Date:	

Figure 5: General Audit Information

Chapter 2: SEARCHES

Certain CAO/NOV functions are only accessible through the BROWSE/SEARCH RECORDS screen (*Figure 6*). For example, you can add enforcement, legal, and fiscal data using links on the MAIN MENU, but you can only edit this data by locating the record through [View Record List](#).

All records are provided on the BROWSE/SEARCH RECORDS screen in chronological order. These can also be sorted using the **Sort By** radio buttons, or you can enter search criteria to limit the number of records listed. If you perform certain searches frequently, you can save your search criteria so that it appears the next time you access this screen.

Once you locate the record to be edited, you can select the radio button at the beginning of the record, then the appropriate button at the top of the record list. Only one record can be selected at a time.

Finding Records with the Browser

All search fields on the BROWSE/SEARCH RECORDS screen can be used in any combination to locate the data you need. The more fields you specify, the fewer records will be returned. Alternatively, if you specify only one or two fields, you may receive too many records. In either case, you can change the fields on the BROWSE/SEARCH RECORDS screen to narrow or broaden your search, or resort the returned records.

Complete the following steps to search for records:

1. At the MAIN MENU, select [View Record List](#).
2. At the BROWSE/SEARCH RECORDS screen, enter your search criteria.
 - Searching by Responsible Party returns records *containing* the text entered (e.g., a search for “Tyson” returns “Tyson Corporation,” “Tyson Foods,” etc.).
 - Searching by CSN# returns records starting with the number entered.
 - Searching by LIS number returns records starting with the number entered.
 - Searching by Location returns records containing the text entered.
 - Searching by Contact Name returns records that match exactly.



Enter as much of the name as necessary to narrow or broaden your search. For example, a search for “John Smith” will return fewer records than a search for “Smith.”

3. Select the sort order you prefer by clicking the appropriate radio button. The default sort option is by name.
4. Select the **Save Criteria** checkbox to save your criteria for future searches (criteria is lost when you exit CAO/NOV).
5. Select the [Search/Resort](#) button.

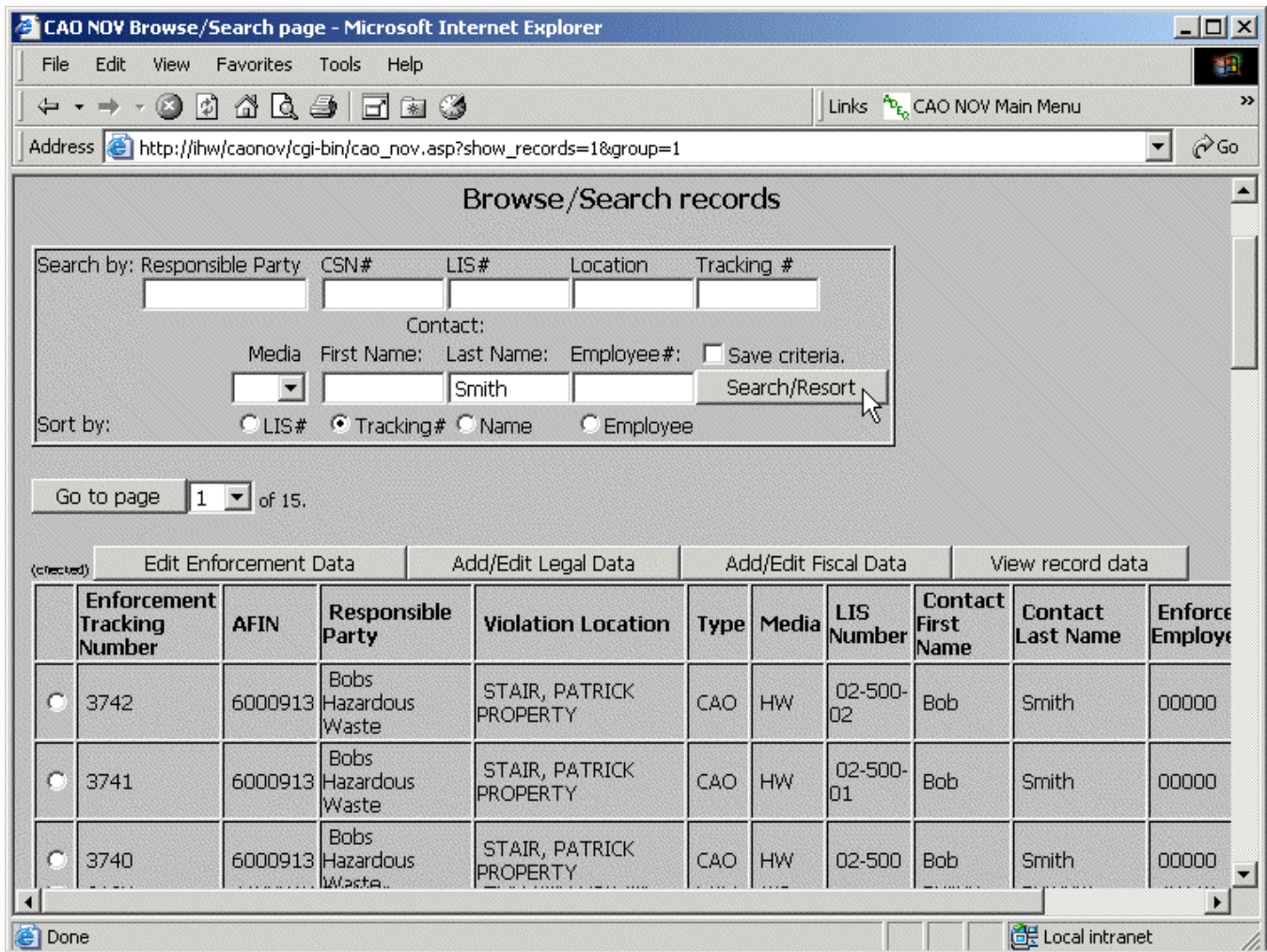


Figure 6: Searching for Records

Viewing Records from the Browser

Once you locate your record in the BROWSE/SEARCH RECORDS screen, you can select a record and then the [View Record Data](#) button to view the RECORD REVIEW screen (Figure 7). You can also edit the record according to your permission type. For example, if you have Enforcement Administrator rights, you can select a record and then the [Edit Enforcement Data](#) button.



Although Figure 6 shows all buttons in CAO/NOV, you will only see buttons appropriate for your permission type.

CAO/NOV record view			
Display printer friendly version			
Date Case Opened:	10/1/2002 2:13:29 PM	By:	00000
AFIN:	6000913	Additional AFINs:	
LIS#:		Type:	CAO
Attorney:		Effective date of order:	
Responsible Party:	Bobs Hazardous Waste	Violation Location:	STAIR, PATRICK PROPERTY
Responsible Party Address:	123 Hazard Way Evening Shade, AR 72532	Violation Location Address:	620 EAST 15TH LITTLE ROCK, AR 722010000
Contact Name:	Smith, Bob	Contact Phone:	000-000-0000
		Tracking:	3740
Media:	HW	Additional Media:	Water
Executed Date:		Public Notice Date:	
Penalty Due:	\$10,000.00		
Days Penalty Due:	30 (Note: From public notice date.)	Penalty effective due date:	
Penalty Paid:		Penalty Unpaid:	\$10,000.00
Other Fees Due: (Note: Not included in penalty.)	N	Other Fees Amount:	
Installment:	N	Other Fees Type:	
Installment Amount:		Installment Plan:	
First Installment:		Last Installment:	
In Kind Amount:		In Kind Completion Date:	
In Kind Description:			
Escrow:		Escrow Bank:	
Escrow Deposited Date:		Permit number:	
Date Case Opened:		Document Effective Date:	
Number of Violations:	3	Violation Information:	Bob has Plutonium stored in his basement, has not paid his permit fees, and has a potential stormwater problem.
-SEP Items-			
SEP Amounts:	SEP Due Dates:	SEP Recipient:	Check #: Received: Forwarded:
\$2,000.00		Nuclear Power Plant	
Initial Release Date:			
-Payments-			
Payment #:	Due Date:	Check #:	Check Amount: Amount: Balance: Date Paid/Deposited:
Enforcement Comments:	Test case.	Legal Comments:	
Fiscal Comments:			
File Closed Date:		File Closed By:	

Figure 7: Record Review Screen

Printing Displayed Records

To obtain a printable version of a record from the RECORD VIEW screen, select the **Display Printer Friendly Version** button. This will open a PDF document that can be printed from the Adobe Acrobat toolbar within Internet Explorer (*Figure 8*). This option is only available if you have Adobe Acrobat on your computer. Contact the Computer Services Division for more information about obtaining a free version of Acrobat Reader.

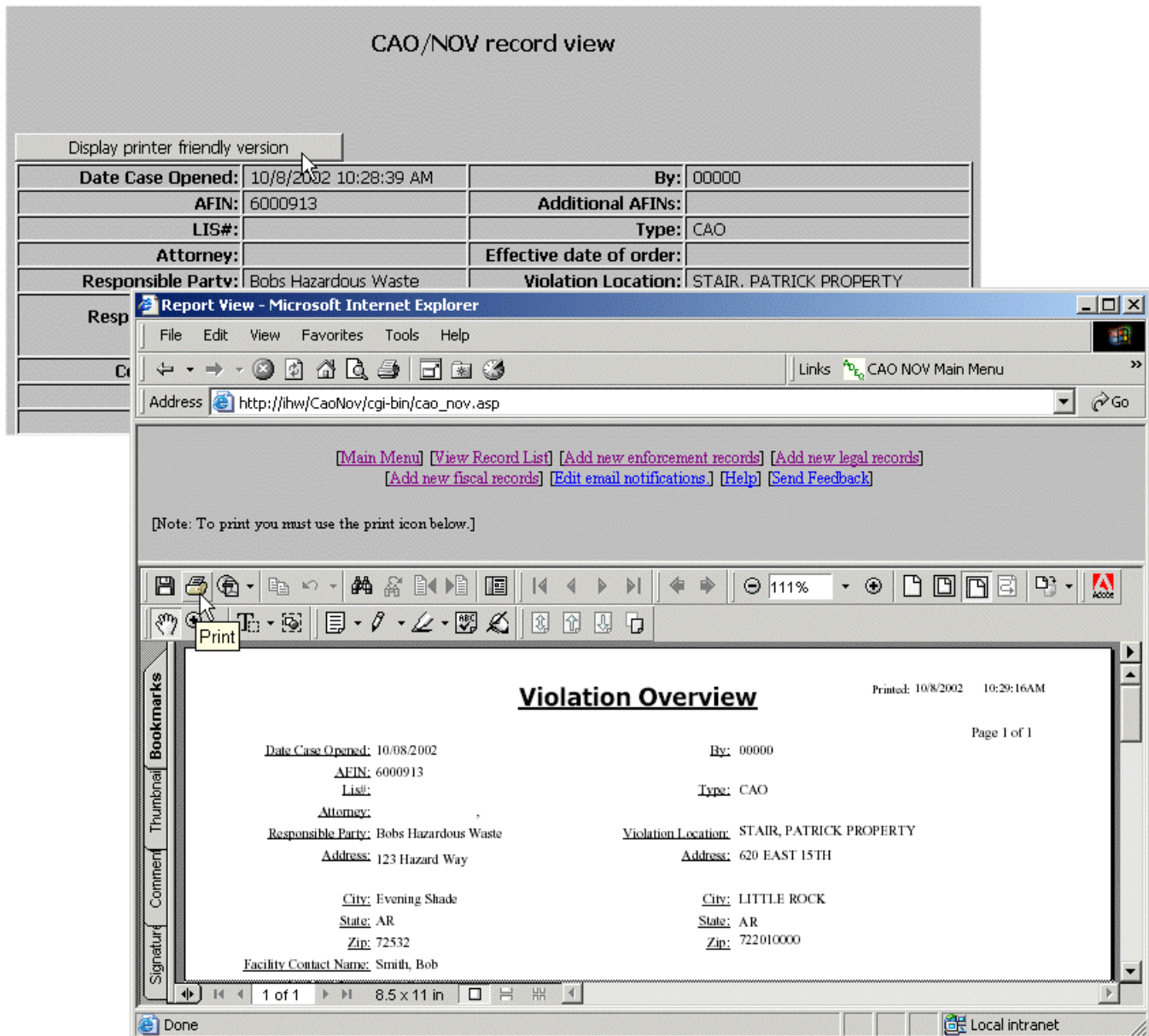


Figure 8: Printable Record View



PDF documents are similar to photographs—they cannot be edited.

Chapter 3: ENFORCEMENT RECORDS

This chapter provides procedures for creating new cases in CAO/NOV.

Warning! Anyone who uses your computer can log into CAO/NOV with your permissions. If you have the permissions to create and modify CAO/NOV records, consider locking your computer by pressing **Alt+Ctrl+Delete** when you leave your desk.

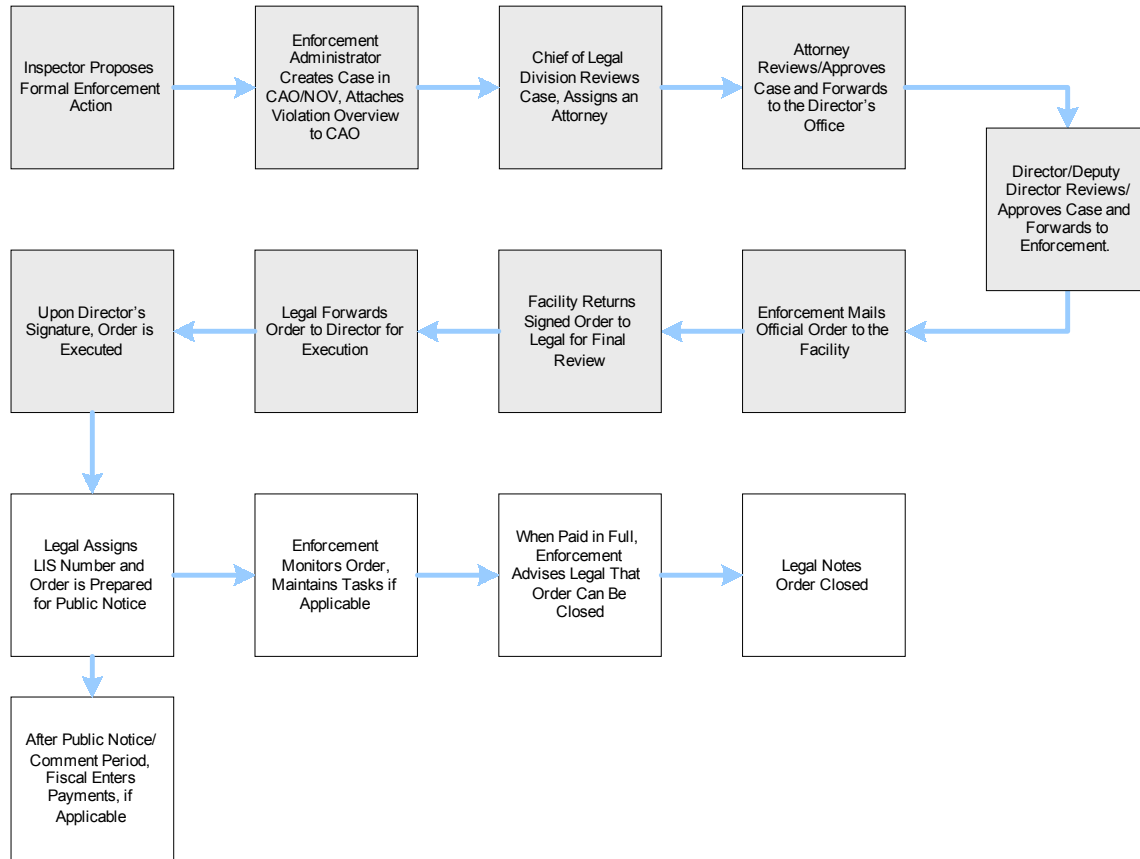


Figure 9: Enforcement Functionality

Assigning an AFIN

Once a case has been opened, it must be entered into CAO/NOV for tracking. The first step in this process is to determine the correct AFIN for the case. Search CAO/NOV for records entered by other media to see if an AFIN has already been created for the responsible party, or if other AFINs may be related to this case.

! For an Emergency Order, the AFIN 88-00000 can be used until a more accurate AFIN is determined (see *Using County 88* on page 9-3).

To learn about requesting AFINs, see *Chapter 10: AFIN Assignment Procedure*. To search for a specific AFIN, you can use the Permit Data System (PDS). See the PDS User Guide for more information.

If there are no other cases for the violation location, and the violation pertains to the entire facility, the AFIN for that facility can be used to track the case. However, many violations may require a separate AFIN to track a specific problem area (e.g., a tank not near the facility, or violations in a warehouse used by the facility), or cases where the facility is not the responsible party. In these instances, any related AFINs can be noted as part of the case.

Adding an Enforcement Record

Before entering a case in CAO/NOV, you must have the following information:

- AFIN
- Enforcement Employee ID
- Type of Case
- Main Media (Air, Asbestos, etc.)
- Responsible Party (company, address, contact, telephone)
- Penalty Amount and Due Date
- Installment Information
- Number of Violations
- Violation Information



For an in-depth description of all fields, see Appendix A: CAO/NOV Field Definitions.

Complete the following steps to create a new case:

1. At the MAIN MENU, select [Add New Enforcement Record](#).
2. Enter the AFIN number for this case, without the dash (*Figure 10*), and select the **Next >>** button.

Figure 10: Entering an AFIN

3. At the ENFORCEMENT CAO/NOV DATA ENTRY screen, enter your AASIS employee ID number.
4. Select an entry from the **Type** field.

 For an explanation of each type, select the **Key** button.


5. If there are other AFINs related to this case, enter those numbers in the **Additional AFINs** field. Enter one AFIN per line.
6. Select one entry in the **Main Media** field to indicate your division or section.
7. If other divisions or sections are related to this case, they can be selected in the **Additional Media** field. For multiple selections, hold down the {Ctrl} key and highlight all applicable entries.

Enforcement CAO/NOV Data entry			
[Note: Required items shown in bold with a *.]			
*Your Employee ID:	0000		
Violation Location:	STAIR, PATRICK PROPERTY	Violation Location Address:	621 EAST 15TH LITTLE ROCK, AR 722010000
AFIN (CSN):	6000913	*Type:	CAO <input type="button" value="Key"/>
Additional AFINs:	<div style="border: 1px solid gray; padding: 2px;"> 6000912 6000911 6000910 </div> <small>One per line.</small>		
*Main Media:	<div style="border: 1px solid gray; padding: 2px;"> Air Asbestos Haz Waste Mining RST Solid Waste Water Tech Services </div>	Additional Media:	<small>[Use Ctrl to select multiple.]</small> <div style="border: 1px solid gray; padding: 2px;"> Air Asbestos Haz Waste Mining RST Solid Waste Water Tech Services </div>
-Responsible Party Information-			
*Company Name:	Bob's Hazardous Wast		
*Address:	123 Hazard Way		
*City:	Evening Shade	*State:	AR
*Zip:	72532		
*First Name:	Bob	*Last Name:	Smith
*Phone:	000-000-0000		

Figure 11: Starting a Case

8. Enter all information for the responsible party in this case, including the company name, address, and contact name. All fields in the **Responsible Party** section are required, but if you do not have a phone number, you can leave 000-000-0000 in the **Phone** field.

9. Enter the total amount of the penalty. This is a required field but can be zero.
10. Indicate either No Penalty Due (if the penalty amount is zero) or the number of days after the public notice date that the penalty is due.

 On rare occasions, the penalty is due on the Execution Date. In these cases, enter a negative number in the **Penalty due** field to reflect the number of days prior to the public notice date. For example, if the execution date is three weeks before the public notice date, enter -21 days.

*Penalty:	<input type="text"/>	*Penalty due:	No penalty due <input type="button" value="v"/> or <input type="text"/> days (Note: From public notice date.)
Other Fees Due:	Yes <input type="button" value="v"/> (Note: Not included in penalty.)	Other Fees Amount:	\$150.00 <input type="text"/>
Other Fees Type:	Permit Fees <input type="button" value="v"/>	Permit number:	AR0000099 <input type="text"/>
Date Case Opened:	01/01/1980 <input type="text"/>	Document Effective Date:	01/01/1980 <input type="text"/>
*Installment:	Yes <input type="button" value="v"/>	Installment Plan:	5 <input type="text"/> months or <input type="text"/> quarters.
Escrow:	<input type="text"/>	Escrow Bank:	<input type="text"/>
Escrow Deposited Date:	<input type="text"/>	In Kind Amount:	5000 <input type="text"/>
In Kind Description:	Bob will donate half of his Plutonium to the United States military. <input type="button" value="v"/> Max. 250		

Figure 12: Adding Contact Information and Fees to a New Case

11. Leave the **Document Effective Date** field blank at this time. If there is no penalty, this will be the same as the Executed Date. Otherwise it will be the appropriate number of days after the Public Notice Date.
12. If other fees have been added to this case, such as an unpaid permit fee or late charge, select **Yes** in the **Other Fees Due** field, then complete the related fields. This is for information only and is not calculated with the penalty payments.
13. If a permit is related to this case, enter the number without dashes in the **Permit Number** field. This must be a valid permit number.
14. If payments will be made in installments, select **Yes** in the **Installment** field, and indicate the number of months or quarters the responsible party has to make payments. Where the **Installment** field is **Yes**, a number is required in the **Months** or **Quarters** field.
15. If an escrow account is created to pay this penalty, indicate the applicable information in the **Escrow** section.

16. If an in-kind service must be performed (e.g., community service, equipment donation, etc.), indicate the dollar value in the **In Kind Amount** field and provide a brief description of the service.
17. Enter the number of violations for this order. This is a required field.
18. Provide a brief description of the specific violation related to this case in the **Violation Info** field. This is a required field.

The screenshot shows a software interface for entering case information. On the left side, there is a vertical panel with a 'Commands' section containing 'Insert' and 'Cancel' buttons. The main form area is divided into several sections:

- *Number of Violations:** A text input field containing the number '3'.
- *Violation Info.:** A large text area containing the text: "Plutonium found on site, potential stormwater overflow to Arkansas River, permit unpaid." Below the text area is a small downward arrow and the text "Max. 500".
- SEP Items-**: A table with two columns: "SEP Amounts:" and "SEP Recipient:". Both columns are currently empty. Below the table is a text box containing instructions: "[Instructions: One SEP item per line. Each amount should have a corresponding agency.]".
- Enforcement General Comments:** A text area containing the text "Test case." Below the text area is a small downward arrow and the text "Max. 600".

Figure 13: Adding Comments to a New Case

19. In some cases a penalty may include payments to Supplemental Environmental Projects (SEPs). If one or more SEPs are included in the order, enter the amount of each payment required and the organization(s) to be benefited.
20. If desired, enter any additional comment in the **Enforcement General Comments** field.
21. When all required fields are complete, select the **Insert** button to create this case.



If you enter a case in error, you can delete it without contacting Legal any time prior to the assignment of an LIS number. See *Chapter 8: Deleting Records*.

Requesting Payment Notifications

When a record is created, CAO/NOV automatically adds the tracking number for that record to your payment notification list. You will be notified of this action on the RECORD VIEW screen when you add the initial enforcement record. At any time, you can also select the [Edit Email Notifications](#) link at the top of the screen. This returns the PAYMENT NOTIFICATIONS window, where all tracking numbers are listed for which you receive email notifications. Add or delete numbers as desired (one per row), and select the [Update](#) button.

CAO NOV Payment Notifications

Here are the tracking numbers that are listed for your username. When any of these tracking numbers has a new payment posted to it you will receive an email notification. If you don't want to be notified of new payments just remove the tracking number from the list.

Commands

Update

Cancel

3893	Additional information for tracking number: 3893. Lis#: Violation location: STAIR, PATRICK PROPERTY 621 EAST 15TH LITTLE ROCK, AR 722010000
------	--

Editing Enforcement Data

Enforcement users can edit case records until such time as the Legal Division assigns an LIS number. After that time Enforcement users will be unable to view the edit screen for such cases and can only modify them by creating amendments (see *Chapter 6: Amended Orders*).



Some cases may not be accepted for further legal action, and therefore will not be assigned an LIS number.

Complete the following steps to edit an existing case that does not have an assigned LIS number:

1. At the MAIN MENU, select [View Record List](#).
2. At the BROWSE/SEARCH RECORDS screen, locate the case to be edited (for instructions on searching or sorting records, see *Chapter 2: Searches*).
3. Select the radio button to the left of the case number and select the **Edit Enforcement Data** button.
4. At the ENFORCEMENT CAO/NOV RECORD EDIT screen, the employee ID for the last person that created or modified this record is displayed. If you are on another person's computer, or to note an alternate ID number, enter the appropriate employee ID in the **Employee ID** field. This ID will be used to track your cases in the Employee Activity Report.
5. If the AFIN for this record is incorrect, enter the correct AFIN. CAO/NOV will automatically update the location information.
6. If you have not already done so, enter the Document Effective Date. If there is no penalty, this will be the same as the Executed Date. Otherwise it will be the appropriate number of days after the Public Notice Date.
7. All other fields in this record can be modified, but you cannot leave required fields blank. For more information about the fields on this screen, see *Appendix A: CAO/NOV Field Definitions*.
8. When you are finished with your modifications, select the **Update** button.

Enforcement CAO/NOV record edit

[Note: Required items shown in bold with a *.]

Your Employee ID:	00000	Tracking#:	3741
Violation Location:	STAIR, PATRICK PROPERTY	Violation Location Address:	620 EAST 15TH LITTLE ROCK, AR 722010000
*AFIN (CSN):	6000913	*Type:	CAO Key
Additional AFINs:	<input type="text"/>		
*Main Media:	<div style="border: 1px solid black; padding: 2px;"> Air Asbestos Haz Waste Mining RST Solid Waste Water Tech Services </div>	Additional Media:	<div style="border: 1px solid black; padding: 2px;"> [Use Ctrl to select multiple.] Air Asbestos Haz Waste Mining RST Solid Waste Water Tech Services </div>
Effective date of order:			
-Responsible Party Information-			
*Company Name:	Bobs Hazardous Waste		
*Address:	123 Hazard Way		
*City:	Evening Shade	*State:	AR
*Zip:	72532		
*Contact First Name:	Bob	*Contact Last Name:	Smith
*Phone:	000-000-0000		
*Penalty:	20000	*Penalty due:	30 days or <input type="text"/> days (Note: From public notice date.)
Other Fees Due:	No (Note: Not included in penalty.)	Other Fees Amount:	<input type="text"/>
Other Fees Type:	<input type="text"/>	Permit number:	<input type="text"/>
Date Case Opened:	<input type="text"/>	Document Effective Date:	<input type="text"/>
*Installment:	Yes	Installment Plan:	5 months or <input type="text"/> quarters.
Installment Amounts:	\$2,000.00		
Escrow:	<input type="text"/>	Escrow Bank:	<input type="text"/>
Escrow Deposited Date:	<input type="text"/>	In Kind Amount:	5000
In Kind Description:	<div style="border: 1px solid black; padding: 2px;"> Bob will donate half of his Plutonium to the United States military. </div>		
*Number of Violations:	3		
*Violation Info.:	<div style="border: 1px solid black; padding: 2px;"> Plutonium stored in basement, permit unpaid, stormwater hazards. </div>		
-SEP Items-			
SEP Amounts:	SEP Recipient:		
<input type="text"/>	<input type="text"/>		
[Instructions: One SEP item per line. Each amount should have a corresponding agency.]			
Enforcement General Comments:	<div style="border: 1px solid black; padding: 2px;"> Test Case </div>		

Comments

Update

Delete

Cancel

Figure 14: Edit Enforcement Record

Chapter 4: LEGAL RECORDS

Once a case has been executed, the Legal Administrator assigns an LIS number to the case. At this time, Enforcement is no longer able to make changes to the case record. If necessary, Enforcement can amend the case (see *Chapter 6: Amended Orders*).

Warning! Anyone who uses your computer can log into CAO/NOV with your permissions. If you have the permissions to create and modify CAO/NOV records, consider locking your computer by pressing **Alt+Ctrl+Delete** when you leave your desk.

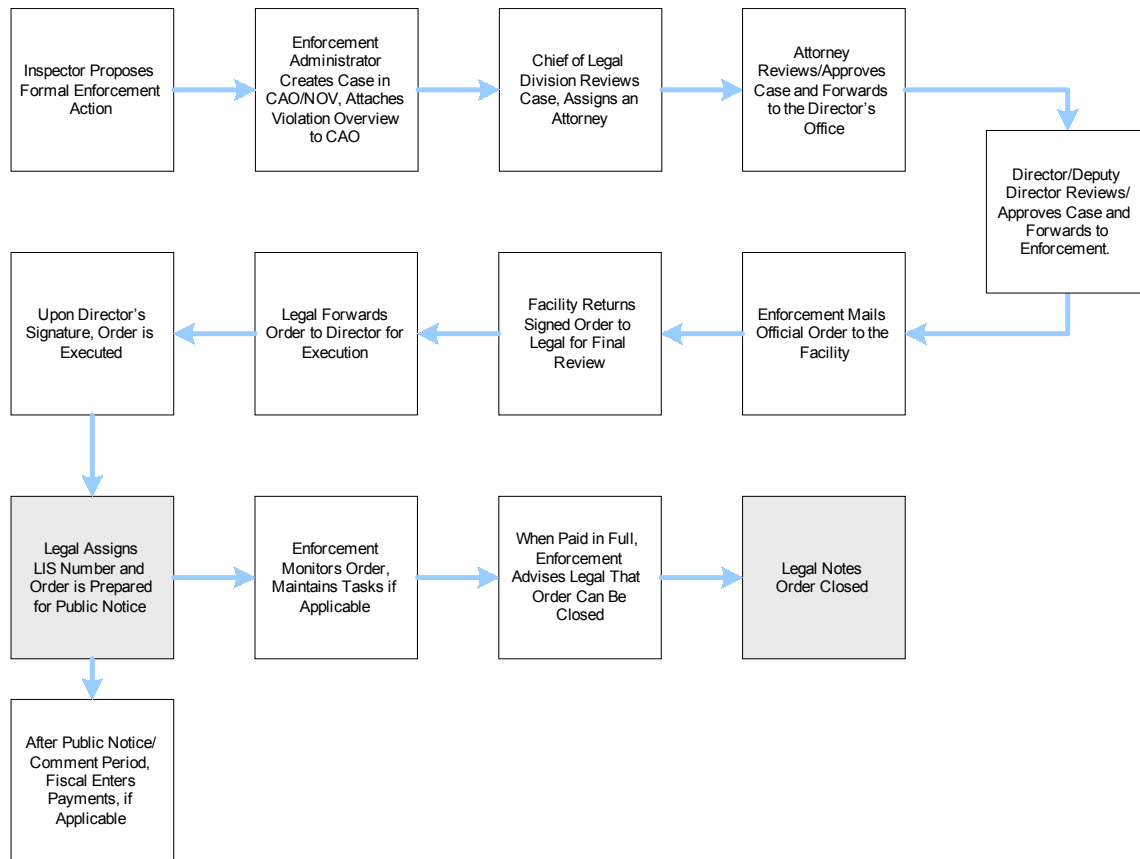


Figure 15: Legal Functionality

Adding Legal Data

Legal records can be added from the MAIN MENU or from the BROWSE screen. They can be modified only from the BROWSE screen. The same fields are available for both actions.

Complete the following steps to add legal data from the MAIN MENU:



You will need to know the LIS number, attorney initials, execution date, and public notice date to complete this procedure.

- To add a legal record from the MAIN MENU, select the [Add New Legal Record](#) link and enter the tracking number for the case in the pop-up box (*Figure 16*).



The tracking number for the case is located on the printout attached to the order.

Figure 16: Select Case to Add Legal Data

- At the LEGAL CAO/NOV DATA ENTRY screen, enter the LIS number assigned to this case (*Figure 17*).
- Indicate the initials of the attorney assigned to the case. This is a required field. If you do not know the correct initials to enter, you can leave this field blank. When you attempt to save the record, CAO/NOV will provide a list of initials from which to choose.
- Indicate the date the CAO was executed. This is a required field.
- Indicate the date the legal notice for this case was published in the appropriate local newspaper. This is a required field.
- If the case is already closed, enter the date the case was closed and the last name and first initial of the person who closed it (e.g., “Smith, J”).
- If an in-kind service was required and is already completed, enter the date in the **In Kind Completion Date** field.
- If payments should be held for public comments, select the **Hold Payment** checkbox.



The **Hold Payment** field must be deselected before the Fiscal Division can enter payments.

9. If the due date for an SEP item has changed, modify it in the **SEP Due Date** field for that item.
10. If desired, enter a brief description of the case status in the **Legal General Comments** field.
11. Select the **Update** button to add your information to the case record.

Legal CAO/NOV Data entry

[Note: Required items shown in bold with a *.]

*LIS #:	<input type="text" value="02-500"/>	Date:	<input type="text" value="10/02/2002"/>
Violation Location:	STAIR, PATRICK PROPERTY	Violation Location Address:	620 EAST 15TH LITTLE ROCK, AR 722010000
*Attorney initials:	<input type="text" value="TA"/>		
*CAO Executed Date:	<input type="text" value="03/01/1980"/>	*Public Notice Date:	<input type="text" value="03/05/1980"/>
Tracking#:		Penalty effective due date:	
First Installment:		Last Installment:	
Close File Date for Legal Division:	<input type="text"/>	Closed by:	<input type="text"/>
In Kind Description:		In Kind Completion Date:	<input type="text"/>
In Kind Amount:			
Do not deposit check, Hold due to public comments:	<input type="checkbox"/>		

-SEP Items-		
SEP Amounts:	SEP Recipient:	SEP Due Dates:
\$3,000.00	ADEQ	<input type="text" value="03/01/1980"/>

Legal's General Comments: Max. 600

Commands

Update
Delete
Cancel

Figure 17: Adding Legal Data

Modifying Legal Data

Legal records can only be modified from the BROWSE screen.

Complete the following steps to edit legal data:

1. At the BROWSE screen, select the radio button for the record to be modified.
2. Select the **Add/Edit Legal Data** button.

Browse/Search records

Search by: Responsible Party CSN# LIS# Location Tracking #

Contact:

Media First Name: Last Name: Employee#: Save criteria.

Sort by: LIS# Tracking# Name Employee

Go to page of 15.

(checked)	Edit Enforcement Data	Add/Edit Legal Data	Add/Edit Fiscal Data	View record data						
Enforcement Tracking Number	AFIN	Responsible Party	Violation Location	Type	Media	LIS Number	Contact First Name	Contact Last Name	Enforc Employ	
<input checked="" type="radio"/>	3742	6000913	Bobs Hazardous Waste	STAIR, PATRICK PROPERTY	CAO	HW	02-500-02	Bob	Smith	00000
<input type="radio"/>	3741	6000913	Bobs Hazardous Waste	STAIR, PATRICK PROPERTY	CAO	HW	02-500-01	Bob	Smith	00000
<input type="radio"/>	3740	6000913	Bobs Hazardous Waste	STAIR, PATRICK PROPERTY	CAO	HW	02-500	Bob	Smith	00000

Figure 18: Select Case to Edit Legal Data

3. The same fields that were available when creating the legal record are available for modification here (see *Figure 17*). For more information about the fields on this screen, see *Appendix A: CAO/NOV Field Definitions*.
4. Enter the reason for modifying this record in the **Legal General Comments** field.
5. Select the **Update** button to save your changes.

Chapter 5: ENFORCEMENT TASKS

Enforcement Administrators can add tasks to any open case in CAO/NOV once the Legal Division has assigned an LIS number to the case. It is the responsibility of the Enforcement Division to monitor and manage task records. A case can be closed, but not deleted, with tasks attached to it.

Warning! Anyone who uses your computer can log into CAO/NOV with your permissions. If you have the permissions to create and modify CAO/NOV records, consider locking your computer by pressing **Alt+Ctrl+Delete** when you leave your desk.

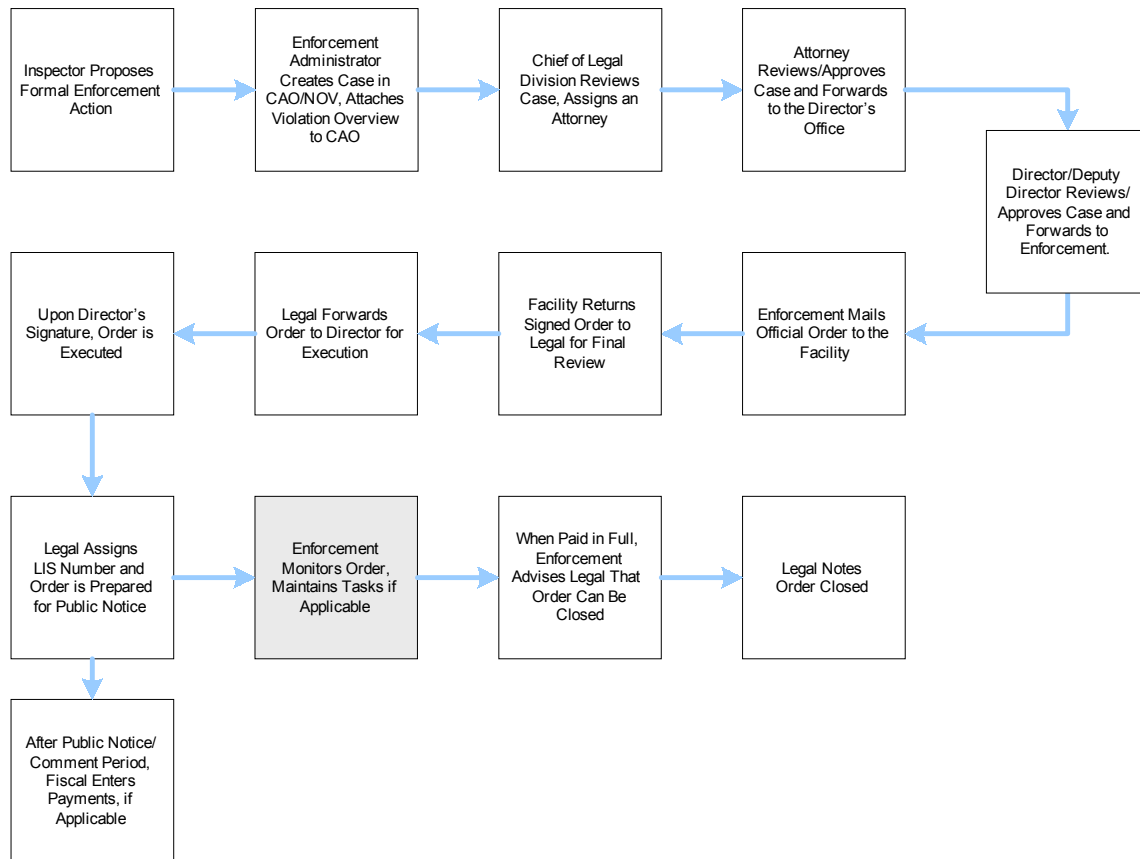


Figure 19: Task Functionality

I The Enforcement Task Report will be available in a future release.

Adding or Modifying an Enforcement Task

Enforcement tasks can only be added to a case in CAO/NOV *after the Legal Division has assigned an LIS number*. Only Enforcement Administrators have access to Enforcement task buttons and screens.

Complete the following steps to add or modify an enforcement task:

1. At the MAIN MENU, select [View Record List](#).
2. At the BROWSE/SEARCH RECORDS screen, locate the case for which you will add a task (for instructions on searching or sorting records, see *Chapter 2: Searches*).
3. Select the radio button for the case, and select the **View Record Data** button.
4. At the VIEW RECORD screen, select the **Display Enforcement Tasks** button (*Figure 20*).
5. At the ENFORCEMENT TASKS screen, select the **Add a Task** button or locate the task to be modified and select the [Edit](#) link for that task.

CAO/NOV record view

Display printer friendly version Display enforcement tasks. Amend

Date Case 9/3/2002 Bv. 1654

Enforcement tasks

[Note: Required items shown in bold and with a *.]

Commands

Add a task Cancel

*Tracking#:	3722		
Violation Location:	STAIR, PATRICK PROPERTY	Violation Location Address:	620 EAST 15TH LITTLE ROCK, AR 722010000

*Action:	*Task ID:	*Task title:	*Effective date:	*Date due:	*Corrective action:
<i>There are no tasks for this tracking number.</i>					

Figure 20: Adding an Enforcement Task

6. At the ENFORCEMENT TASK screen, indicate an appropriate name for this task in the **Task Title** field. This is a required field.

Enforcement tasks

[Note: Required items shown in bold with a *.]

*Tracking#:	3722		
Violation Location:	STAIR, PATRICK PROPERTY	Violation Location Address:	620 EAST 15TH LITTLE ROCK, AR 722010000
Task ID:	0001	*Task title:	Verify Cleanup
*Effective date:	01/30/1980	*Date due:	02/10/1980
*Corrective action:	Go to site and verify cleanup of Plutonium. Max. 250		
Enforcement Task Comments:	Went to site. More Plutonium has been added. Max. 250		

Audit information:

Enforcement Tasks:			
Record Created By:	Latham	Record Created Date:	9/18/2002 1:22:41 PM
Record Modified By:		Record Modified Date:	

Figure 21: Enforcement Task Screen

7. Indicate the date this task was assigned in the **Effective Date** field and the date by which it must be completed in the **Due Date** field. These are required fields.
8. Indicate the action to be taken in the **Corrective Action** field. This is a required field.
9. If desired, add any additional information in the **Enforcement Task Comments** field.
10. Select the Update button to save this task.

Chapter 6: AMENDED ORDERS

Once a case is executed, it is a legal matter and cannot be altered. Therefore, wording or penalty changes must result in a separate amendment that is attached to the original case. As shown in *Figure 22*, amended cases must follow the same review procedure as the original case.

There are two types of amendments, those with penalties (where a penalty amount has changed), and those that do not have penalties (e.g., wording changes). If an amendment changes a penalty, the balance from the case is brought forward to the amended order. If the amendment does not change the penalty (e.g., wording changes), the balance remains with the previous case where a penalty was due. Payments cannot be applied to amended cases where no balance was brought forward.

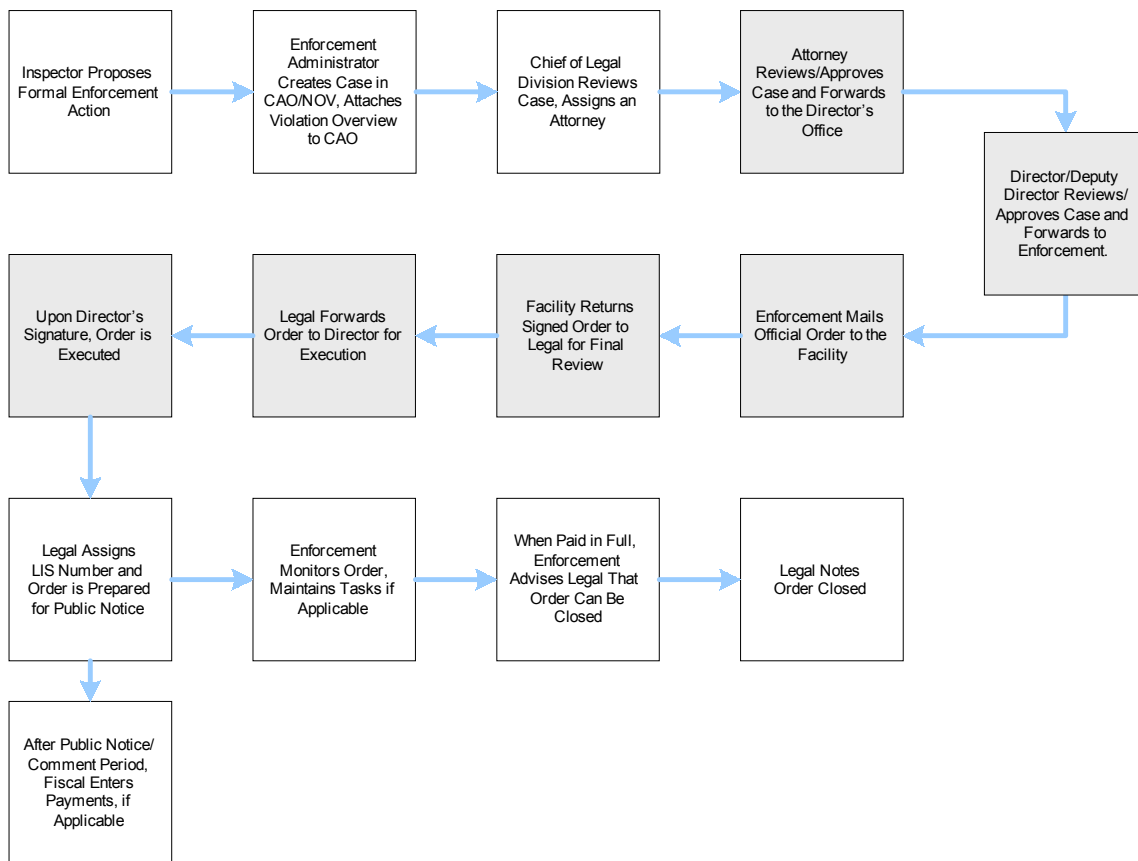


Figure 22: Amendment Functionality

I A payment cannot be added to an amended record until a Legal Administrator first opens the amendment and enters the Executed Date and Public Notice Date, *even if this information was already entered in the original case record.*

Amending with a Penalty Change

When a penalty amount changes, CAO/NOV brings forward the previous case information, locks the previous record, and where a payment plan is required, recalculates and restarts the payment plan. Previous payments remain as part of the previous record where there was a penalty due. If the case was amended without changes to the penalty, no balance is due on that amendment.

As an example, the LIS number for the case in *Figure 23* is 02-127-01. Since we are changing the penalty amount, future payments will be recorded against this LIS number and not 02-127. When we amend the case without changing the penalty amount, the LIS number is 02-127-02, but further penalty payments will be recorded against 02-127-01. Let's say the responsible party stops paying on the new payment plan for several months. The case might be amended again with an additional penalty. The payment plan will be recalculated again, and future payments will be posted against 02-127-03 starting with payment one. The responsible party may feel that all his previous payments were "erased," but the penalty brought forward from 02-127-01 is the original penalty, minus any payments that have been made, plus the new penalty.

Complete the following steps to amending a case where the penalty amount changes:

1. At the MAIN MENU, select [View Record List](#).
2. At the BROWSE/SEARCH RECORDS screen, locate the case to be amended (for instructions on searching or sorting records, see *Chapter 2: Searches*).
3. Select the radio button for the case, and select the **View Record Data** button.
4. At the VIEW RECORD screen, select the **Amend** button (*Figure 23*).

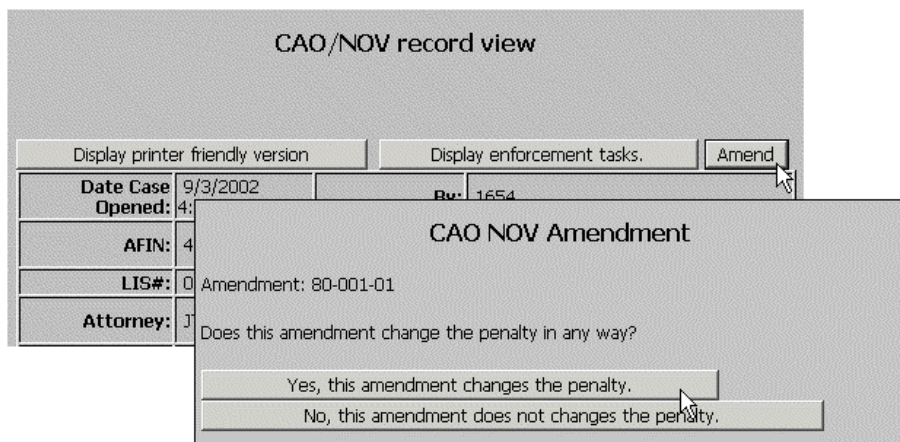


Figure 23: Amending with a Penalty Change

5. Select **Yes, this amendment changes the penalty**. The ENFORCEMENT RECORD EDIT screen is returned. This is the same screen used to edit non-amended enforcement records.



From this point, a new record is created and the previous record is locked. If you make a mistake, you must delete the amended record to unlock the previous record.

6. All open fields in this record can be modified, but you cannot leave required fields blank. For more information about the fields on this screen, see *Appendix A: CAO/NOV Field Definitions*.
7. When you are finished with your modifications, select the **Update** button.

Enforcement CAO/NOV record edit

[Note: Required items shown in bold with a *.]

Your Employee ID: 00000	Tracking#: 3741
Violation Location: STAIR, PATRICK PROPERTY	Violation Location Address: 620 EAST 15TH LITTLE ROCK, AR 722010000
*AFIN (CSN): 6000913	*Type: CAO Key
Additional AFINs: <input type="text"/>	
*Main Media: Air Asbestos Haz Waste Mining RST Solid Waste Water Tech Services	Additional Media: [Use Ctrl to select multiple.] Air Asbestos Haz Waste Mining RST Solid Waste Water Tech Services
Effective date of order:	
-Responsible Party Information-	
*Company Name: Bobs Hazardous Waste	
*Address: 123 Hazard Way	
*City: Evening Shade	*State: AR
*Zip: 72532	
*Contact First Name: Bob	*Contact Last Name: Smith
*Phone: 000-000-0000	
*Penalty: 20000	*Penalty due: 30 days or <input type="text"/> days (Note: From public notice date.)
Other Fees Due: No (Note: Not included in penalty.)	Other Fees Amount: <input type="text"/>
Other Fees Type: <input type="text"/>	Permit number: <input type="text"/>
Date Case Opened: <input type="text"/>	Document Effective Date: <input type="text"/>
*Installment: Yes	Installment Plan: 5 months or <input type="text"/> quarters.
Installment Amounts: \$2,000.00	
Escrow: <input type="text"/>	Escrow Bank: <input type="text"/>
Escrow Deposited Date: <input type="text"/>	In Kind Amount: 5000
In Kind Description: Bob will donate half of his Plutonium to the United States military. Max. 250	
*Number of Violations: 3	
*Violation Info.: Plutonium stored in basement, permit unpaid, stormwater hazards. Max. 600	
-SEP Items-	
SEP Amounts: <input type="text"/>	SEP Recipient: <input type="text"/>
[Instructions: One SEP item per line. Each amount should have a corresponding agency.]	
Enforcement General Comments: Test Case Max. 250	

Comments

Update

Delete

Cancel

Figure 24: Amendment with Penalty Change

Amending with No Penalty Change

When a case is amended without a penalty change, the previous record is not locked for editing, since payments must still be applied to it.

Complete the following steps to amending a case where the penalty amount changes:

1. At the MAIN MENU, select [View Record List](#).
2. At the BROWSE/SEARCH RECORDS screen, locate the case to be amended (for instructions on searching or sorting records, see *Chapter 2: Searches*).
3. Select the radio button for the case, and select the **View Record Data** button.
4. At the VIEW RECORD screen, select the **Amend** button (*Figure 23*).

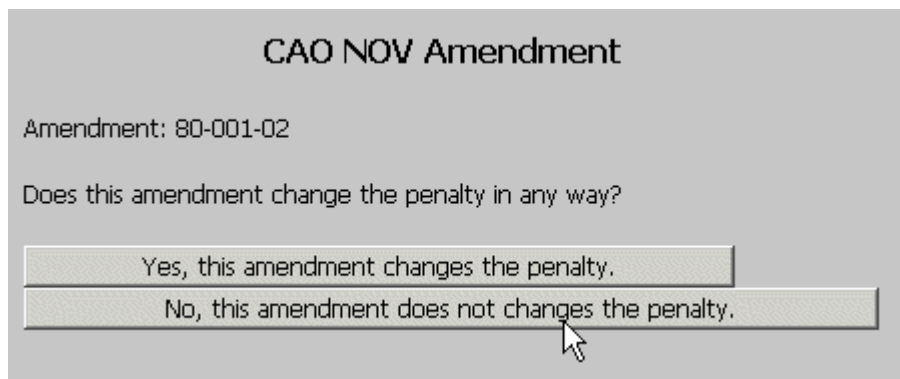


Figure 25: Amending with no Penalty Change

5. Select **No, this amendment does not change the penalty**. The ENFORCEMENT RECORD EDIT screen is returned with a limited number of editable fields.



From this point, a new record is created. If you make a mistake, you must delete the amended record.

6. If the case type has change (e.g. from CAO to NOV), select the **Type** drop-down box and click on the appropriate entry. If you are unsure of what each type means, select the **Key** button to view a description of each.
7. If the contact person has changed, enter the correct name and contact telephone number. These are required fields.
8. Enter the date the amendment was opened in the **Date Case Opened** field. You can modify this record at a later time to add this date, as well as the Document Effective Date.
9. If applicable, enter the date the escrow was deposited.
10. If there has been a change in the number of violations, modify this number in the **Number of Violations** field. This is a required field.

11. If the violation description has changed, or there has been an additional violation, modify the text in the **Violation Info** field. This is a required field.
12. If desired, enter a brief explanation of the reason for amendment in the **Comment** field.
13. When you are finished with your modifications, select the **Update** button.

Enforcement CAO/NOV amendment record edit
(No penalty change)

[Note: Required items shown in bold with a *.]

Your Employee ID:	0000	Tracking#:	3724
Violation Location:	STAIR, PATRICK PROPERTY	Violation Location Address:	620 EAST 15TH LITTLE ROCK, AR 722010000
AFIN (CSN):	6000913	*Type:	CAO <input type="button" value="Key"/>
Additional AFINs:			
Main Media:	HW	Additional Media:	Water
Effective date of order:			
-Responsible Party Information-			
Company Name:	Bobs Hazardous Waste		
Address:	123 Hazard Way Evening Shade, AR 72532		
*Contact First Name:	Bob <input type="text"/>	*Contact Last Name:	Smith <input type="text"/>
*Phone:	000-000-0000 <input type="text"/>		
Penalty:	\$10,000.00	Penalty due:	10 (Note: From public notice date.)
Other Fees Due:	Y (Note: Not included in penalty.)	Other Fees Amount:	150
Other Fees Type:	Permit Fees		
Installment:	Y	Installment Plan:	60 months.
Installment Amounts:	\$166.67	Permit number:	AR0000099
Date Case Opened:	<input type="text"/>	Document Effective Date:	<input type="text"/>
Escrow:		Escrow Bank:	
Escrow Deposited Date:	02/28/1980 <input type="text"/>		
In Kind Description:			
*Number of Violations:	3 <input type="text"/>		
*Violation Info.:	<div style="border: 1px solid gray; padding: 2px;"> Plutonium stored in basement, permit unpaid, stormwater hazards. </div> Max. 600		
-SEP Items-			
SEP Amounts: SEP Due Dates: SEP Recipient: Check #: Received: Forwarded:			
<i>There is no SEP data.</i>			
Enforcement General Comments:	<div style="border: 1px solid gray; height: 40px; width: 100%;"></div> Max. 600		

Commands

Figure 26: Amendment with no Penalty Change

Chapter 7: FISCAL RECORDS

This chapter provides instructions for adding and modifying payments against an existing case in CAO/NOV where an LIS number has been assigned.

Warning! Anyone who uses your computer can log into CAO/NOV with your permissions. If you have the permissions to create and modify CAO/NOV records, consider locking your computer by pressing **Alt+Ctrl+Delete** when you leave your desk.

Before payments can be applied on cases that were held for public comments (not to be confused with Public Notice), the Legal Administrator must deselect the **Hold** field.

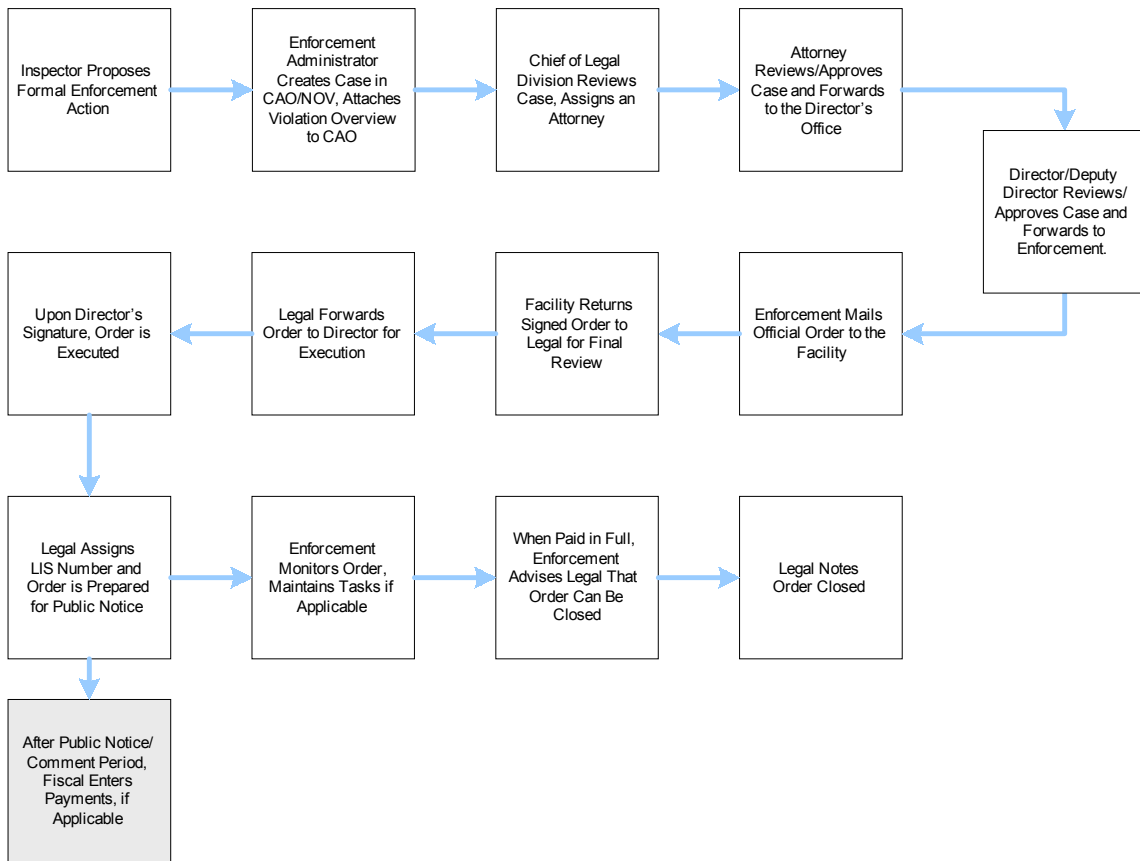


Figure 27: Fiscal Functionality

Adding Payments

New payments can be added directly from the MAIN MENU, or by locating a record in the BROWSE/SEARCH RECORDS screen and selecting **Add/Edit Fiscal Data**. Payments can only be added to records where an amount is due. For these records, the only field available for editing is the **Fiscal General Comments** field.

If a case has an amendment that does *not* change the penalty, payments must be applied to the last record for that case with an amount due. If the case has an amendment that *does* change the penalty, CAO/NOV will not allow a payment to be posted to a previous record.



You cannot add a payment to an amended record until a Legal Administrator first opens the amendment and enters the Executed Date and Public Notice Date, even if this information was already entered in the original case record.

Complete the following steps to add a payment record from the MAIN MENU.

1. At the MAIN MENU, select [Add New Fiscal Records](#).
2. Enter either the Tracking or LIS number, and then select the **Continue** button.



If both the Tracking and LIS numbers are entered, CAO/NOV will return the record that matches the Tracking Number.

Figure 28: Selecting an Item to Add Fiscal Data

3. At the FISCAL CAO/NOV DATA ENTRY screen, enter the check number and payment amount for the appropriate payment.
4. If the check has been deposited, enter the deposit date in the **Date Paid/Deposited** field.
5. If desired, add comments specific to the Fiscal Division.

Fiscal CAO/NOV Data entry

[Note: Required items shown in bold with a *.]

LIS #:	02-500-01	Initial Release Date:	04/04/1980
Violation Location:	STAIR, PATRICK PROPERTY	Violation Location Address:	621 EAST 15TH LITTLE ROCK, AR 722010000
Penalty Paid:		Penalty Unpaid:	\$20,000.00

Commands: Update Cancel

-Payments-					
*Payment #:	*Due Date:	*Check #:	*Amount:	Balance:	Date Paid/Deposited:
1	04/04/1980			\$20,000.00	
2	05/04/1980			\$20,000.00	
3	06/04/1980			\$20,000.00	
4	07/04/1980			\$20,000.00	
5	08/04/1980			\$20,000.00	

-SEP Items-					
SEP Amounts:	SEP Due Dates:	SEP Recipient:	*Check #:	*Received:	Forwarded:
<i>There is no SEP data.</i>					

Fiscal's General Comments: Max. 600

Figure 29: Adding or Modifying a Payment

- Select the **Update** button to save your payment data.



If the amount paid was not equal to the payment due, the remaining payments due will be recalculated. Notice in the following figure that the number of payments for the \$20,000 due on the case above was reduced from five to three because the first payment of \$10,000 covered two and a half \$4,000 payments.

-Payments-						
Payment #:	Due Date:	Check #:	Check Amount:	Amount:	Balance:	Date Paid/Deposited:
1	04/04/1980	1543	\$10,000.00	\$4,000.00	\$16,000.00	03/30/1980
2	05/04/1980			\$4,000.00	\$12,000.00	03/30/1980
3	06/04/1980			\$2,000.00	\$10,000.00	03/30/1980

Figure 30: Amount Applied to Several Payments

Modifying Payments

Modifications to payments should always be noted with a comment to explain the modification. CAO/NOV will automatically create an audit trail to record the amount changed, date of change, and identity of the person who changed it.

Complete the following steps to modify a payment record:

1. At the MAIN MENU, select [View Record List](#).
2. At the BROWSE/SEARCH RECORDS screen, locate the case to be edited (for instructions on searching or sorting records, see *Chapter 2: Searches*).
3. Select the radio button for the case, and select **Add/Edit Fiscal Data**.
4. At the FISCAL CAO/NOV DATA ENTRY screen, modify the appropriate fields. To delete an entire entry, place your cursor in each field and use the backspace key.
5. If the check has been deposited, enter the deposit date in the **Date Paid/Deposited** field.
6. Add comments explaining the reason for the payment modification.
7. Select the **Update** button to save your payment data.



If there is no amount due on a case, only the comment field will be available for updates.

Chapter 8: DELETING RECORDS

Deleting records from CAO/NOV is *not* the same as closing a case. In fact, there are only rare instances where a record should be deleted from the database. Instances where a record might be deleted would only occur when a record has been added in error (e.g., duplicate records are created).



To close a case (not delete it), the Enforcement Administrator must notify the Legal Administrator, who enters the closing date in the LEGAL RECORD EDIT screen (see *Adding or Modifying Legal Data* on page 4-2).

Enforcement Administrators are the only users who would have cause to delete an entire CAO/NOV record. If the case has an LIS number assigned, it relates to a legal document and cannot be deleted. If the case has payments applied against it, the fiscal department can't delete it due to accounting practices. However, Legal and Fiscal Administrators can delete *their portion* of a case record if they have added information to the wrong case. This does not delete the entire case; however they must remember to apply the lost information to the appropriate case. Data such as comments and payments cannot be automatically transferred from one case to another.

Enforcement CAO/NOV record edit

Error: You cannot delete this record because there is legal information attached to this record. In order to delete the enforcement information here you must have the legal information deleted first.

Commands

Update

Delete

Cancel

[Note: Required items shown in bold with a *.]

Your Employee ID:	<input type="text" value="0000"/>	Tracking#:	3722
Violation Location:	STAIR, PATRICK PROPERTY	Violation Location Address:	621 EAST 15TH LITTLE ROCK, AR 722010000
*AFIN (CSN):	<input type="text" value="6000913"/>	*Type:	CAO <input type="button" value="Key"/>
	<input type="text"/>		

Figure 31: Record Deletion Error

Deleting Amendments

Once an amendment is initiated, a record is created even if you do not enter data into the amended record. In these instances, the Enforcement Administrator will have to contact the Legal Administrator to delete the amended record on the Legal Data Entry screen first, because the case has already been assigned an LIS.

Deleting Enforcement Records

This procedure is only applicable to records that have not yet been assigned an LIS number.

Complete the following steps to delete enforcement records within CAO/NOV:

1. At the MAIN MENU, select [View Record List](#).
2. At the BROWSE/SEARCH RECORDS screen, locate the case to be deleted (for instructions on searching or sorting records, see *Chapter 2: Searches*).
3. Select the radio button for the case, and select the appropriate add/edit button for your division (see *Figure 30* for the required order in which records must be deleted). If you are the Enforcement Administrator and tasks are attached to the case record, open and delete each task before proceeding.
4. At the add/edit screen, select the button.



This process cannot be undone.

5. After the Enforcement Administrator has deleted the record, it is advisable to check the BROWSE screen and verify the record and all subsequent amendments have been removed from the database.