

Reviewing Corrective Action Required Tasks

Contractors must address CAR-eligible tasks.

Resolving or Contesting Corrective Actions

Contractors with a CAR tasks will receive a notification email. They must to resolve all *critical* and *major* failed tasks. After resolving any issues, use the following process to track resolution:

Photos Requested Date	10/4/2019	Report Issued Date	
Photos Submission Reminder Date	10/14/2019	Report Issued Date 30D Reminder	
Photos Submission Reminder2 Date	10/19/2019		
 			
Notes & Attachments New Note Attach File View All			
Action	Type	Title	Last Modified
Edit View Del	Attachment	Photo Inspection.pdf	10/18/2019 3:15 PM

1. Log into the Salesforce **Review Failed Tasks** page (there is a direct hyperlink in the notification email).
2. Review the CAR-eligible failed tasks and click the **Action** dropdown list. Select one of the two options:
 - a. Contest Rating
 - b. Mark As Resolved
3. After reviewing all failed tasks, click **SUBMIT** to send your updates for program review.

See the sections below for specific details about resolving or contesting tasks.

Resolving Tasks

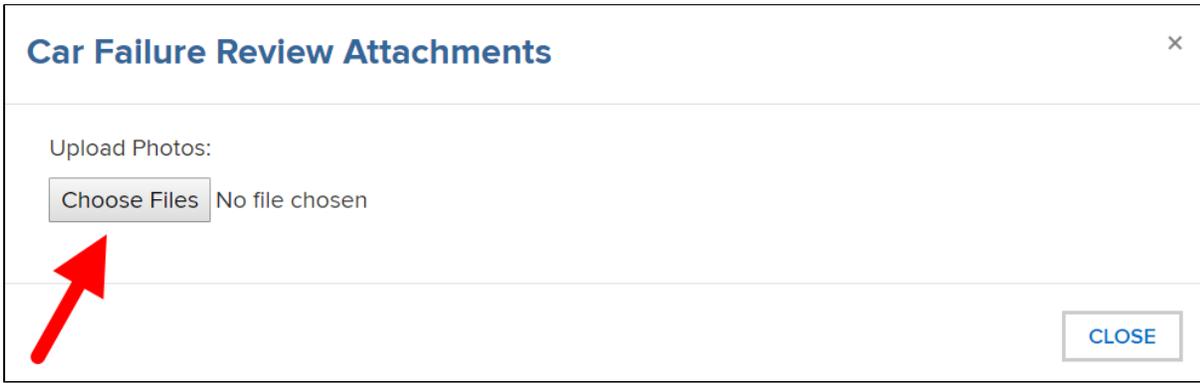
Use the side navigation to locate any failed tasks (A). To resolve a task, click the **Action** dropdown list and select **Mark As Resolved** (B). Add any comments in the **Notes** field to describe the resolution (C). Finally, click **Insert** (D) to add the resolution and reveal the attachment option.

 You must select an action and enter notes before you can insert images.

Design Compliance Horizontal-Loop design compliance PRGC-06288 PICN-332016	Inspection #:	Customer Name:	Customer Address:			
	PI-001991	Susie Jacobs	6015 Meier Street			
	Defect Category:	Corrective Action Required:	Fixed:			
	Major	Yes	No			
Task:	Failure: PICN-332016	Attachments: Link				
PRGC-06288						
Failure Description:						
Installation does not meet minimum requirements						
#	Date	User	Action*	Notes*	Attachments	Action
1	11/1/2019	Angela Corelli	--None--			Insert

In the **Attachments** column, click the **Paperclip** icon to open the **CAR Failure Review Attachment** window.

Click **Choose Files** to open an explorer window to locate the file for upload.

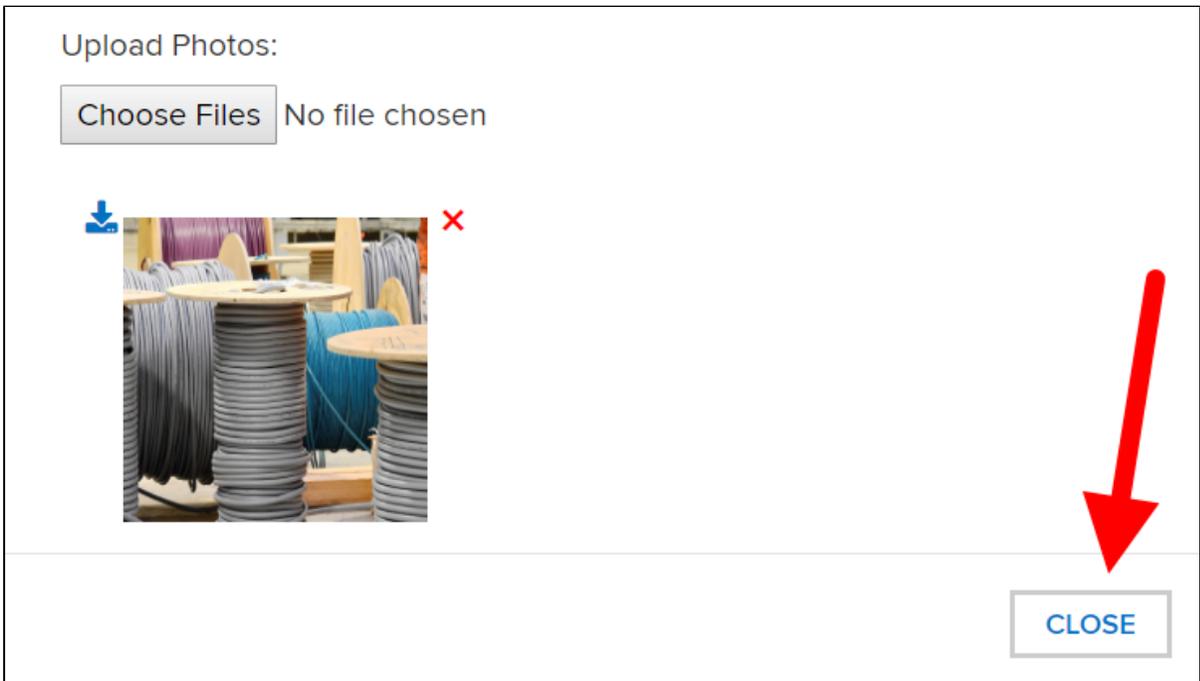


Select the file to upload. After it uploads, a thumbnail will display in the attachment window.

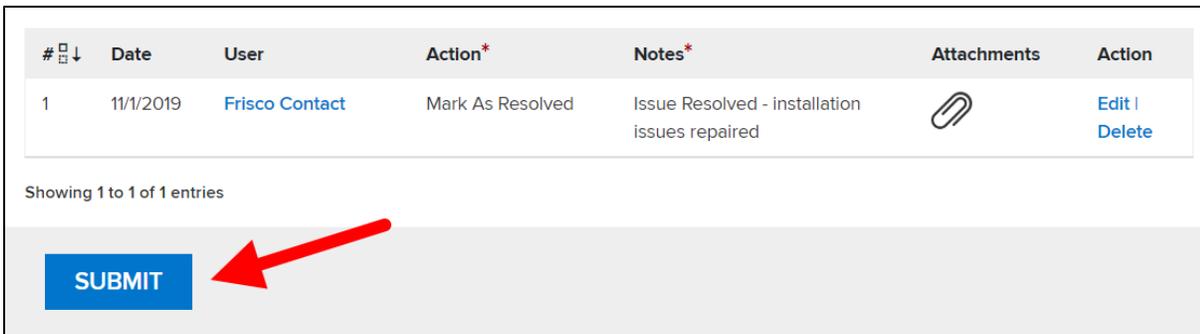
Repeat this process until you have uploaded all files.

Tip: that you Can upload multiple files simultaneously.

Click **CLOSE** to finish.



When ready, click **SUBMIT** to submit your replies for review.



After resubmitting, the Program Implementer will review the resolution and approve the resolution or deny it and request additional corrections.

Contesting Tasks

Contractors can contest tasks that they consider incorrectly failed.

1. Click the **Action** dropdown list and select **Contest Rating**.
2. Enter any notes in the **Notes** field.
3. Click the **Attachment** icon (paperclip) to upload any supporting photos.

After resubmitting, the Program Implementer will review the contest and either deny it or uphold it (agree to the contest).

- Contractors will still need to resolve any denied contests.
- The Program Implementer will escalate any upheld contests to the NYSERDA QA Manager.

The NYSERDA QA Manager will review any upheld contests and will similarly deny it or uphold it.

- As above, contractors will still need to resolve any denied contests. They will receive a follow-up notification email about the CAR task and respond-by date.
- The NYSERDA QA Manager will update the item status to **Corrected** and change the task rating to **Pass**.



You can only contest the same failed task twice.