

# 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		
 <a href="#">Inspection Checklist</a> <a href="#">Review Failed Tasks</a> 			
<b>Notes &amp; Attachments</b> <a href="#">New Note</a> <a href="#">Attach File</a> <a href="#">View All</a>			
Action	Type	Title	Last Modified
<a href="#">Edit</a>   <a href="#">View</a>   <a href="#">Del</a>	Attachment	<a href="#">Photo Inspection.pdf</a>	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

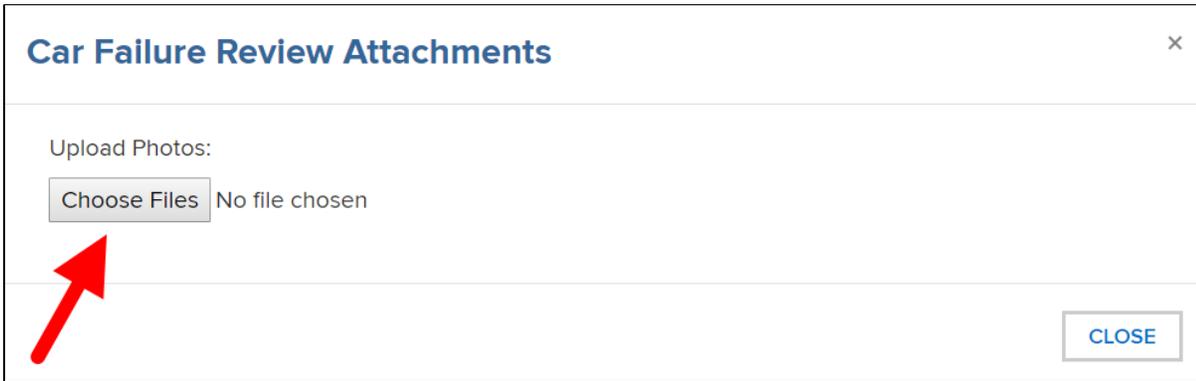
Use the side navigation to locate any failed tasks (A). To resolve a task, click the **Action** dropdown list and select **Mark As Resolved** (B). Add any comments in the **Notes** field to describe the resolution (C). Finally, click **Insert** (D) to add the resolution and reveal the attachment option.

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

<b>Design Compliance</b> 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: <a href="#">Link</a>			
PRGC-06288						
Failure Description:						
Installation does not meet minimum requirements						
#	Date	User	Action*	Notes*	Attachments	Action
1	11/1/2019	Angela Corelli	--None--	<div style="border: 1px solid red; height: 40px;"></div>		<a href="#">Insert</a>

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.

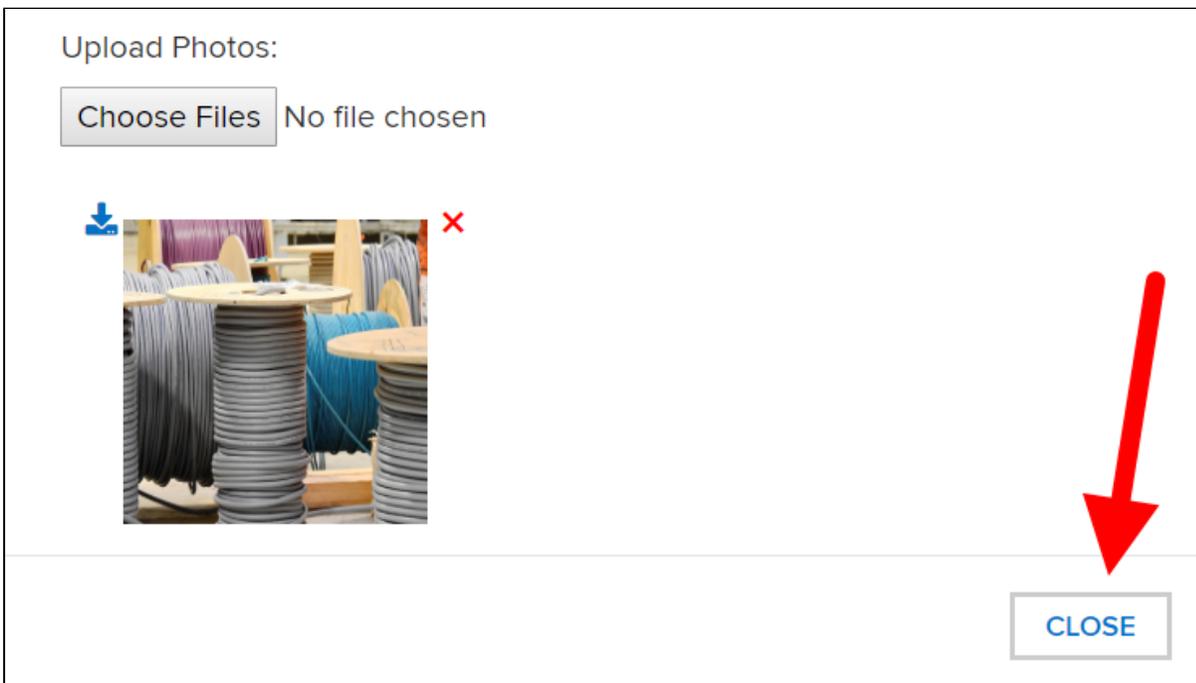


Select the file to upload. After it uploads, a thumbnail will display in the attachment window.

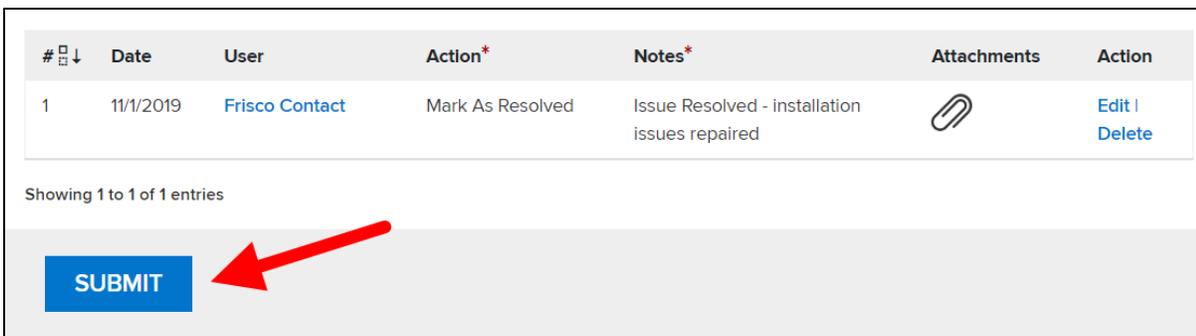
Repeat this process until you have uploaded all files.

**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.