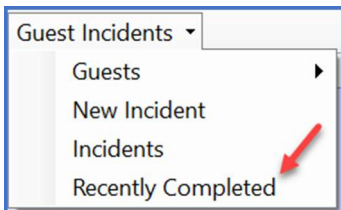


Recently Completed Guest Incidents

Incidents completed within the last 30 days can be accessed from the Recently Completed Screen. You can view details and add additional comments or return the incident to incomplete to add more guest responses/compensation.

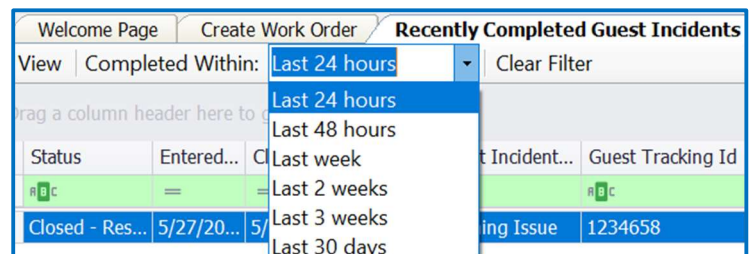
Step 1: Go to the Guest Incidents drop-down in the tool bar and select *Recently Completed*.



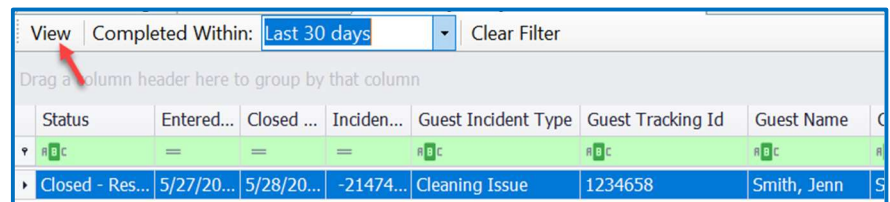
Step 2: From this screen, you can view all Guest Incidents completed within the last 24 hours or up to the last 30 days.



Use the green filter bar to sort the data

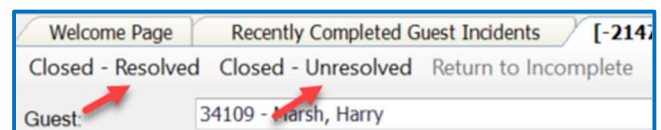
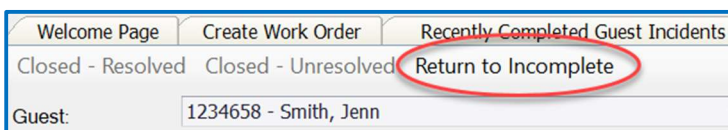


Step 3: To view the details of an Incident, highlight and double click or click the *View* button.



Step 4: From the Incident detail screen, you can review all the information and add additional *Comments*. To add additional **Guest Responses** or **Compensation** click the *Return to Incomplete* button to reopen the Guest Incident.

Step 5: After updating or adding additional information to the incident you can click **Save**, **Save/Close** or **Return the Incident to Complete** by either clicking *Closed-Resolved* or *Closed-Unresolved*.



All changes made to an incident are tracked under the Log tab.

