

From: Violeta Navarro
To: TACs, IT POCs, and List Serv
Date: March 21, 2024
Subject: Update: Protection Order Issue - Can't Modify Orders from TEMP to PERM

Update: this issue has been fixed.

Agencies are now able to modify protection orders from temporary RTP's (Record Type) to permanent order RTP's.

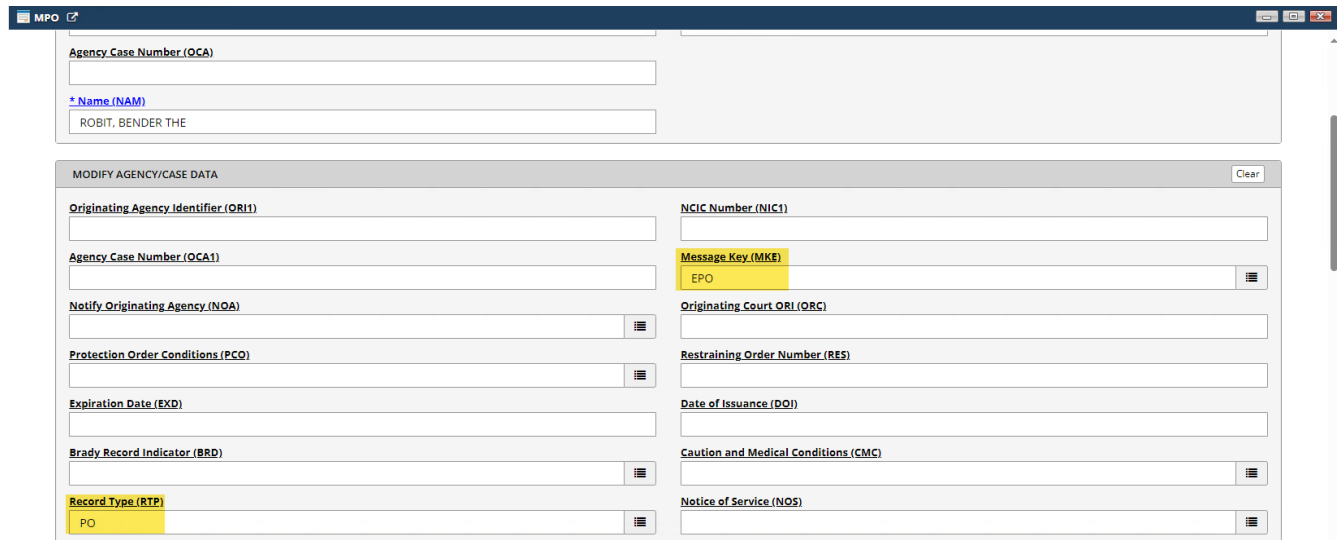
Thank you all for your patience while this issue was fixed.

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Sent: Friday, March 15, 2024 8:18 AM
To: L-ACCESS-CJA-TAC <ACCESS-CJA-TAC@LISTSERV.WSP.WA.GOV>; L-ACCESS-Tech <ACCESS-TECH@LISTSERV.WSP.WA.GOV>; L-ACCESS-Announcements <ACCESS-Announcements@listserv.wsp.wa.gov>
Subject: Protection Order Issue - Can't Modify Orders from TEMP to PERM

Update: Our vendor is still working on a fix on this issue.

In the meantime, we have found a work around to not have to cancel/re-enter. If you want to modify a TEMP order to PERM do so by modifying both the RTP Field and MKE Field to permanent RTP's and MKE. This will update both in WACIC and NCIC. See screenshot below.



If you have any questions, please let me know.

Thank you,

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