

# Solarity: Return to Customer Workbasket

## How it Works

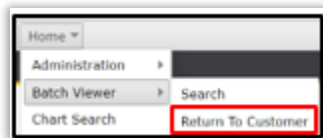


This Tip sheet provides step by step instructions on how to work the Return to Customer Exception Workbasket in Solarity. Follow the steps below to complete the process.

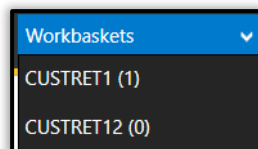
## Return to Customer Workbasket

- Log into Solarity Web:

<https://rwjbh.solaritycloud.com/SolarityWeb>

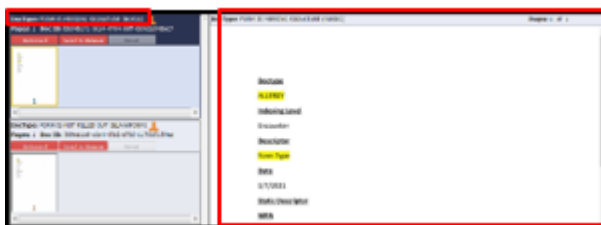


- Navigate to **Home > Batch Viewer > Return to Customer**
- Select a workbasket from the **Workbaskets** dropdown menu.

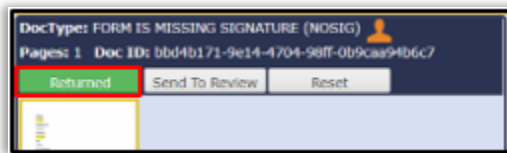


## Resolving Return to Customer Documents:

- View the DocType and document image to determine why the document was sent back through the Return to Customer workbasket.



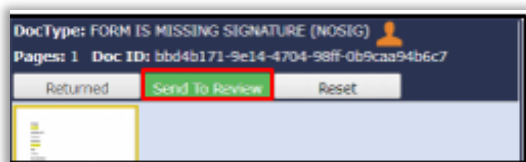
- Click **Returned** to acknowledge that the document has been returned to the Scan User for processing outside of Solarity.



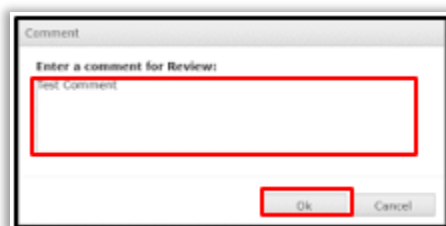
- Click the **Send Selected Documents to PDF** button, to download and print the document for processing outside of Solarity.



- If the document does not require correction and should be placed in the patient's chart as is, click **Send to Review**.



- A Comment window will open. Enter a comment referencing why the Solarity Review Team should place the document into the patient's chart without any correction. Next, click **OK**.



Version #	Purpose of Change	Author	Date of Change
1.0	Initial Creation	Rebekah Jones/Ashley Nevills	3/22/23