NUMBER:	**2.22**
SUBJECT:	**CHS LINKING ERROR RESOLUTION PROCEDURES**
CATEGORY:	**BOOKING**
DATE:	**JANUARY 22, 2014**
DATE REVISED:	**MAY 31, 2018**
IN COMPLIANCE WITH:	**2.3 UPDATE PROCEDURES**

PURPOSE:

To establish standard procedures for resolving linking errors in the Jail Information Management System (JIMS).

POLICY:

It is the policy of the Sheriff's Records & ID Division Booking section to ensure that the System Control Number (SCN) and Sequence number received from the Justice Retrieval and Inquiry System (JURIS) correctly link to the Jail Information Management System (JIMS). In order to efficiently tract and resolve linking errors, a CHS Linking log has been added to the Share Point program for recording errors and requesting resolution by a Booking Supervisor.

PROCEDURE:

A. In the course of updating criminal history, there are occasions when a booking will link in JURIS but will not link in JIMS. When this occurs, research will need to be done to determine the reason why it did not link. Reasons could include extra spaces in booking summary or maintenance, AKA issue, system outage, etc.

If the reason is determined to be an AKA issue, go to step B.

If the reason is determined to be an extra space in the booking summary or maintenance, or operator error, the booking will need to be unlinked from JURIS using the following process:

1. Type SR03 Booking# with letter for Arrest#//B/Dispo (i.e. SR03 12345678A//B/Dispo).

2. Correct the issue in JIMS.

3. Click to link SCN again.

If the booking does not link using the above procedure, go to step B.

B. Go to the Sheriff's Employee's Intranet Portal and click on Resources. Then click on Records Management.

C. Click on CHS Linking Log.

D. Click on New Task or edit and complete the entry form provided.

    1. The Task Name should contain the JIM number, Booking number and the Last Name of the subject.

    2. In the Predecessors field, Highlight CHS Link Request and Click on Add.

    3. Go to the Assigned to box and enter the name of your supervisor, then choose their name from the drop down box.
    4. In the Description field, type "Please link" and add the RI System number (no spaces or special characters) i.e. 12345621145, Booking number i.e. 12345678, Arrest number i.e. 01, 02 and Sequence number i.e. 09990.

E. Saving the log will send all of the booking supervisors an email notification of the linking error. If a supervisor is on duty, please bring it to their attention so that the booking can be linked. Mark "Error Linking" next to the Booking number on the Update sheet. This is for the Queue clerk to reference in case the Detention Facility calls inquiring if Finger Prints have been received or why the booking has not been JIMS verified. For an "A" arrest only, the Update clerk will notify the appropriate Detention Facility that the booking has a linking error and will not JIMS verify until a shift supervisor is on duty.

For samples and screenshots, please refer to Booking Desk Reference Section 2.28