## This KM explains what to do if an Incident is missing from Loss Use Report.

## **End User Solution**

To fix this, follow these steps:

- 1. Make sure that the user created an 'incident order' for the issue vs. an 'other' order.
- 2. Make sure the following are in sync:
  - Incident orders = Incident issues
  - Other orders = Other issues

Reviewed 1/14/2014 jbilliard