Paperwork Filing Guidelines

Primary Seal: Don't forget to do your paperwork!

Words we've all read, often helpfully shouted at us by HalpyBOT. But why, you ask. Why do I have to fill out a form when I'd rather get back to whatever else it was I was doing? No, it's not just to waste your time, paperwork is critical toward making sure the Seals run like a well-oiled machine.

Paperwork is one of the most important duties bestowed upon any Seal after a case is complete. Paperwork is our way of making sure that we know all the details of a case, and most importantly, can recreate what happened if something goes wrong. Every time a case starts, even if it ends up not being technically within our wheelhouse, paperwork should be filed for later reference. Paperwork is reviewed by the SOP teams, Dispatchers, and even other Seals to check what happened during a given case, and learn from it. Details included in paperwork may go toward improving our services and procedures, to offer the client the best possible chance of success. Paperwork might also help inform our staff where our wording and advertising can be confusing, and help ensure that we can limit false cases in the future.

So, with that said, how should you file various paperwork situations?

Categories of Paperwork

There are 5 different categories of case closure recognized by the Seals. Successful, Failed, Redirected, False Case, and Other. Here's what they mean:

- **Successful:** The Client was rescued, using Seal assets and resources. This is what we always want our cases to be, and it means that the mission was accomplished. Use this status even if it's not a technical "Seal" or "Kingfisher" rescue, such as CMDR Extraction, Fuel situations where it was impractical to transfer the client, module repair requests where reboot/repair worked, or something else. Anytime you as a Seal complete the mission, use this. Be sure to specify if it's not a standard seal case in your notes, however!

- **Failed:** While unfortunate, there are times where we can't save the client. This status is regrettable, and should always serve as a learning opportunity for the Seals, Dispatchers, and Clients. Anytime a mission fails, and the Client was using Seal resources or under Seal direction, use this status. **Be sure to state in the notes what went wrong - these cases should have the most details in the notes of any case.**

- **Redirected:** Sometimes, a case just isn't in our wheelhouse. There are dedicated organizations and support networks in place for a large number of different situations, where we are less familiar. The Client's needs should always come first, and ensuring they get the best help possible is the ultimate responsibility of any Seal or Dispatcher. Use this status when a Client is sent to another support network, and explicitly leaves seal services. Examples include redirections to the Fuel Rats, DSSA, Fleet Carriers' Owners Club (FCOC), Cocaine Bears, or other named entities. This includes direct diversion to an established, FDEV-Placed Station.

- **False Case:** Every once in a while, someone tries to interfere with the mission of the org, or maybe they just didn't need our help after all. This is saved for spam, abuse of systems cases, times a Client never responds to attempts to contact, maliciously or deliberately ignores Seal instructions, or explicitly declines Seal services. Why file these cases? They help us keep tabs on how often people are coming and going from our systems, to inform those with hammers if need be. **Note that this is not an alternative to a genuine client mistake, which would still be considered a failed case.**

- **Other:** Finally, Other is a catch-all for anything that didn't get covered above. This includes cases where a client started to use Seal assets, but for some reason the mission is cancelled or incomplete. This includes cases where a Dispatcher comes to perform case intake, but the client died between when the call went out and seals could be rounded up. Anytime it doesn't make sense to file it somewhere else, put it here. Make sure your notes are clear what happened!

Remember, paperwork goes towards your case count, which can be recognized for service awards and badges, as well as new benefits in the future!