

# Detention Manual

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# Logging into Quest

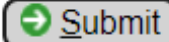
<https://tn.gawquest.com/equest/quest>

## Quest Sign On

Please enter your sign on information

### Demo Environment

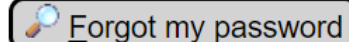
Jurisdiction: *	RutherfordDemo
User ID: *	kthompson
Password: *	demo

 Submit

### Live Environment

Jurisdiction: *	Rutherford
User ID: *	kthompson
Password: *	KTHOMPSON

 Submit

 Forgot my password

Jurisdiction and User ID are not case sensitive. The password is.

The first time you log in the password is your user ID in all caps. This will force you to change your password.

If you have questions, contact the support desk: [support@gawquest.com](mailto:support@gawquest.com)

Training Manual: **Menu | Miscellaneous | Local | Local Options**

## Sign Off

When you are finished working in Quest, you must sign out of the system: **Menu | Sign off**  
You can then close your browser. Just closing your browser does not release your license.

## Forgot My Password

If you add your email to your Person Detail screen you will also receive an email notifying you about your password expiring. If you forget your password and your email is on your person in Quest, you can use the **Forgot my password** button. It will email you a one-time password so you can log in and change your password.

## To change your password

If you are forced to change your password, you will automatically be taken to your PERSON DETAIL screen, to the password section.

If you ever wish to change your password on your own:

**Menu | Person | Name Search**, search for your name.

Once inside your PERSON DETAIL screen, under Employer Information (for agency employees),

Employer information (for agency employees)

ID number: LDUKE

Person type: DETD - Detention Director

Agency: Rutherford County Detention Center

Division: -- Select --

Unit: -- Select --

Quest authorization group: Detention Supervisor

Quest user ID: LDUKE

Type a new password twice:

Your password has a minimum length of 10  
Must have at least 1 Alphabetical character  
Must have at least 1 Numeric character  
Must have at least 1 special character  
Password must be changed every 6 months.

You will receive a daily message telling you to change your password starting 14 days before your password expires. After 14 days, if your password has not been changed, you will not be able to log in.

Type a new password, hit the **TAB** button on your keyboard, then type the password again.

Click on the **UPDATE** button to save your changes. In the top left hand corner, it must say: **Updates completed successfully**. If there is an error message it will inform you in red. For example: **Passwords don't match, please try again**.

Once you have successfully changed your password, you must sign off and sign back in with your new password.

When the computer asks if you'd like to store your password, always click **NEVER FOR THIS SITE**. **Storing your password will cause you problems**. When it asks if you'd like to receive notifications from this site, say yes.

## Adding a Person

Before you can add a Facility Stay, you must add a person.

[Read more about Adding a Person](#)

[Read more about Adding an Agency Person](#)

## Adding a Case

Best practice would also be to add a case if there is a new petition. Violation Petitions do NOT get new cases but are filed in the original case.

[Read more about Adding a Case](#)

## Adding a Facility Stay

### Add New Facility Stay Mary Ingalls (File# 2)

Facility Stay	
Start date/time: <input type="text" value="12/7/2022 8:45:56 am"/>	Location:* <input type="text" value="IB - Intake Bench"/>
Classification:* <input type="text" value="RUTH - Rutherford County"/>	Bed: <input type="text" value="-- Select --"/>
Property location: <input type="text"/>	Privilege level:* <input type="text" value="N/A - Not Applicable"/>

- **Start date/time:** Enter the date and time the person was detained or started the program. Type the letter T for the current date/time.
- **Location:** Select the appropriate location for the person.
- **Bed:** Select the appropriate bed, if applicable.
- **Classification:** Select the appropriate classification. This is a required field.
- **Privilege level:** Select the appropriate privilege level. This is a required field.
- **Property location:** Indicate where the personal property is being stored, if applicable.

**Reason**

Case:  Reason:\*

Referring agency:\*

- **Case:** Select the appropriate case that caused the person to be put into this location, if applicable.
- **Reason:** Select the appropriate reason.
- **Referring Agency:** Select the Referring agency.

Click the **Update** button to save your work.

Once you have added a facility stay, the FACILITY STAY DETAIL screen is available with many more options.

**Facility Stay Detail**  
Mary Ingalls (File# 2)

[Locations](#) | [Reasons](#) | [Attributes](#) | [Deadlines](#) | [Visitors](#) | [Phone List](#) | [Separations](#) | [Assessments](#) | [Incidents](#) | [Detention](#) | [Incidents](#) | [Events](#) | [Classifications](#) | [Privilege Levels](#) | [Stay Notes](#)  
[Visits](#) | [Log visit](#) | [Documents](#) | [Contacts](#) | [Notes](#)

## Locations


Locations may change as a person moves through the system. You can add a new location if needed.





- Locations		Top		Total secure: 0 secs	Total non-secure: 11 mins	Add	
Date/time	Location	Secure	Bed	Duration			
12/7/2022 8:45:56 AM	Intake Bench	No		11 mins			

**Stay Location Detail**  
**Mary Ingalls (File# 2)**  
**Facility stay start date/time: 12/7/2022 8:45:56 AM**

---

Location date/time:  

Location code:\*  

Assigned bed:  

---

- **Location date/time:** Enter the date/time the new location started.
- **Location code:** Select the new location.
- **Assigned bed:** Select the bed if applicable

Click the **Update** button to save your work.

## Reasons

The reasons a person is being held can change throughout their stay. They may also be held on multiple reasons.



Start	Case	Agency	Reason	End	By	Reason
12/7/22 8:45 AM	2	Court	Ex-Parte			

### Add New Facility Stay Reason Mary Ingalls (File# 2) Facility stay start date/time: 12/7/2022 8:45:56 AM

**Stay reason**

Start date/time:

Case:

Reason:\*

Referring agency:\*

**Release**

End date/time:

Release reason:

By:

**Notes**

1. **Start date/time:** Enter the date/time the new reason started.
2. **Case:** Select the case the person is being held on.
3. **Reason:** Select the reason the person is being held.
4. **Referring Agency:** Select the agency.

Click the **Update** button to save your work.



## Facility Stay Attributes

Attributes allow you to track information. A person can have many attributes. Select all attributes that apply. The selected attributes will be listed on the Detention List.



- Attributes	Top	Edit
18 Year Old		
Sex Offender		
Sexually Aggressive Behavior		

### Stay Attributes

Mary Ingalls (File# 2)

Facility stay start date/time: 12/7/2022 8:45:56 AM

- 18 Year Old
- Co-Defendant
- Escape Risk
- Out of county resident
- Sex Offender
- Special Ed
- Suicide Risk
- Violent Offender

#### MEDICAL

- Medical Need
- PRN
- RX AM
- RX PM

#### PREA

- Sexually Aggressive Behavior
- Violent Aggressive Behavior
- Vulnerable to Victimization

Click the **Update** button to save your work.

## Stay Deadlines

Deadlines are reminders to you to do different tasks. Deadlines can be emailed to different groups of people.





- Stay Deadlines <a href="#">Top</a>				<a href="#">Add</a>
Date	Type	Finished Date	Notes	
12/11/2022 9:49:39 AM	PREA Education (Due in 3 days)			


### Stay Deadline Detail

Mary Ingalls (File# 2)  
Facility stay start date/time: 12/7/2022 8:45:56 AM

---

Deadline date/time:\*  

Deadline type:\*  

Finished date/time:  

Notes:

---

5. **Deadline date/time:** Enter the date/time this task is due.
6. **Deadline Type:** Select the type of task needed.
7. **Fished date/time:** Enter the date/time the task was completed.
8. **Notes:** You can add notes if desired.

Click the **Update** button to save your work.

## Visitors

You can see a list of people who are authorized to visit with the child. Attorneys, Probation Officers, Case Managers, Guardian Ad Litem, or other professional people who are assigned to the case are automatically added as approved visitors.



- Visitors <a href="#">Top</a>					<a href="#">Edit</a>
Name	File #	Age	Visitor Type	Relation	Authorized
<a href="#">Kathy Baker-Bowen</a>		0	Attorney	n/a	Yes
<a href="#">Teena Bigbee</a>		0	Probation	n/a	Yes
<a href="#">Jon Cameron</a>		0	Attorney	n/a	Yes

In addition, a list of relatives will be available for you to authorize. Select the relatives that are approved.

### List Visitors Mary Ingalls (File# 2)

Name	File #	Age	Visitor Type	Relation	Authorized
<a href="#">Add a new visitor</a>					
<a href="#">Kathy Baker-Bowen</a>		0	Attorney	n/a	Yes
<a href="#">Teena Bigbee</a>		0	Probation	n/a	Yes
<a href="#">Jon Cameron</a>		0	Attorney	n/a	Yes

### Relatives

Select the relatives to add as a visitor and press "Update"

The following are relatives who are not already on the list of visitors above. This list is provided as a short-cut to using "Add a new visitor".

Relative	File #	Age	Relation
<input checked="" type="checkbox"/> Caroline Ingalls	3	0	Mother
<input checked="" type="checkbox"/> Charles Ingalls	4	0	Father
<input type="checkbox"/> Laura Ingalls	147	16	Sister

Click the **Update** button to authorize visitors.

## Phone List

This is an area where you can list the numbers that the person is allowed to make or receive.



- Phone List <a href="#">Top</a>		<a href="#">Edit</a>
Number		
362-987-6541 - Mother Caroline Ingalls		
365-965-9632 - Sister Laura Ingalls		

### Phone List Detail

Enter one number/comment per line

#### Number

362-987-6541 - Mother Caroline Ingalls


365-965-9632 - Sister Laura Ingalls

Type the number and any comments about that number.

Click the **Update** button to save your work.

## Separations

If you have people who need to be separated for whatever reason, you can add the people who should be separated from this person. The separations are displayed on the Detention List if they are in the same location.




- Separations <a href="#">Top</a>			
Name	File #	Age	Current location
<a href="#">Dora The Explorer</a>	23	14	A Pod

Click on the [Get Separated from name button](#)  
This will take you to the Name Search screen.



### Separation Detail Mary Ingalls (File# 2)

Separate from:\*



Search for the name of the person they should be separated from, then click on their name.

If there is a violation, if the two people are placed in the same pod for example, the detention list will show the violation.

Name	File #	Age	Race	Location
<a href="#">Explorer, Dora The</a>	23	14	White	A Pod/05
Separation Violation		<a href="#">Mary Ingalls (2)</a> 		
<a href="#">Explorer, Edward</a>		17	White	Intake Bench
<a href="#">Ingalls, Mary</a>	2	13	White	A Pod
Separation Violation		<a href="#">Dora The Explorer (23)</a> 		

It also shows at the top of the Facility Stay Detail screen.

### Facility Stay Detail Mary Ingalls (File# 2)

Separation violation with [Dora The Explorer](#)

---

[Locations](#) | [Reasons](#) | [Attributes](#) | [Deadlines](#) | [Visitors](#) | [Phone List](#) | [Separations](#) | [Assessments](#) | [In](#)

## Assessments during stay

This area will display any assessments that were completed during the stay (and up to 24 hours prior). Usually the assessments will automatically add this information.



- Assessments during stay (and up to 24 hours prior) <a href="#">Top</a>						<a href="#">Add</a>
Assessment Date	Type	Reason	Score	Assessment Level	Supervision Level	
<a href="#">12/7/2022 1:14:30 PM</a>	PREA Assessment for Victimization	Initial	0	General Housing		
<a href="#">12/7/2022 11:00 AM</a>	Detention Screening Tool	Initial	0	Detain		

### Assessment Detail Mary Ingalls (File# 2)

---

Assessment date/time:

Assessment type:\*

Assessment reason:\*

Overall score:

Scored level:\*

Assessment level:\*

Override reason:

Supervision level:

Notes:

---

[Read more about Assessments](#)

## Incidents during stay

This area will display any incidents that occurred during the facility stay including 24 hours prior.



- Incidents during stay (including 24 hrs prior) <a href="#">Top</a>					<a href="#">Add</a>
Incident Date	Case	Type	Agency	Offense	
12/7/2022 8:30 AM	2	Law Enforcement	Murfreesboro Police Department	1 - Aggravated Assault/F 2 - Handgun Possession Prohibited Person under 18/M	

Incidents are normally added inside of a case and are simply displayed here.

[Read more about Incidents](#)

## Detention Incidents

You have the ability to create detention incident reports inside Quest.



- Detention incidents during stay <a href="#">Top</a>						<a href="#">Add</a>
Incident Date	Type	PREA	Finding	Determination	Role	
12/7/2022	Assault on Staff				Agressor	

### Detention Incident Detail 2022-12-0001

Incident type: \*

Location:

Investigation: Start date:  End date:

Finding:

Investigator:

Supervisor determination:

Administrative review date:

Retaliation followup end: Date:  Reason:

Notes:

- Names associated with the incident <a href="#">Add</a>						
Name	Role/Description	Staff	Injured	Mechanical Length	Physical Length	Isolation Length
Mary Ingalls (2)	Agressor Swung her lunch plate at the head of detention staff	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0
Lynn Duke	Victim Had 12 stitches in her head	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	0	0

Treatment: 12/7/2022 1:31 PM, Offsite: Yes  
Location: Vanderbilt  
Staff: Matt Adams

[Read more about Detention Incidents](#)

## Open Events

All events (hearings/appointments) will be shown in this section.



Event Date	Event Type	Court	Other Event Names
12/9/2022 8:30 AM	Detention Hearing	Judge Lampley	
12/8/2022 3:00 PM	DET - Detention Transport	DETENTION	

## To Add an Event

### Event Detail

s is a new entry.

Choice:   
  
  
  
  
 Location:   
 Schedule for: **Dora The Explorer**  
 Case(s):  Dora Explorer: Case 1 - Defendant - Delinquency (Active; Cas  
 Include this user:   
 Future events for people and relatives: **Detention Hearing on 1/3/2023 at 9:00 AM in Judge Travis M. Dora The Explorer (23; Case: 1; Unassigned)**  
 Disposition:   
 Disposition date/time:   
 Actual start date/time:  Actual end date/time:   
 Notes: Middle Tennessee Psychology  
 1134 Dow Street, Murfreesboro, Tennessee 37130

- **Event date/time:** Enter the date/time of the hearing or appointment.
- **Event Type:** Select the type of hearing or appointment.
- **Court:** This could be a specific courtroom or a generic detention docket.
- **Estimated length:** You can enter how long this transport could be expected to take.
- **Schedule for:** Make sure the name of the child is displayed here. If it is not, there will be a **Get Name** button, you will need to do a name search for the child.
- **Notes:** You can add any notes that you wish displayed on the Stay Events screen.

Click the **Update** button to save your work.






## To Dispose of an Event

Once the transport or visitation is completed, you must dispose of the event. The court will dispose of court hearing events.

---

**Event Detail**

---

Event date/time:*	<input type="text" value="1/2/2023 8:30 AM"/>	 Tuesday
Event type:*	<input type="text" value="DETT - .Detention Transport"/>	
Scheduling agency:	<input type="text" value="Rutherford County Juvenile Court"/>	
Court:	<input type="text" value="DET - Detention"/>	▼
Estimated length:*	<input type="text" value="30"/>	
Location:	<input type="text"/>	
	 Disposition:	<input type="text" value="DONE - Completed (non-court)"/>
	 Disposition date/time:	<input type="text" value="1/2/2023 8:35:18 am"/>

- **Disposition:** Select the appropriate disposition.
- **Deadline date/time:** Enter the date/time the event was completed. You can type a T for the current date/time. You can also click on the calendar at the end of the line.

Click the **Update** button to save your work.

You can see a list of all events during a date range by clicking **Menu | Detention| Stay Events**

## Stay Events

This area allows you to view all the events or appointments for those in a specific location. This assists in transport planning.

**FROM THE MENU:** Detention, Stay Events

### Stay Events

Enter criteria and press Submit

---

Location: <span style="border: 1px solid black; padding: 2px;">-- Select --</span> <span style="float: right;">▼</span>	
<input type="checkbox"/> Secure Only	<input checked="" type="checkbox"/> Include notes
Event from date: <span style="border: 1px solid black; padding: 2px;">1/2/2023 12:00 AM</span> <span style="float: right;">📅</span>	Event to date: <span style="border: 1px solid black; padding: 2px;">1/6/2023 11:59:59 PM</span> <span style="float: right;">📅</span>
Court: <span style="border: 1px solid black; padding: 2px;">-- Select --</span> <span style="float: right;">▼</span>	Event type: <span style="border: 1px solid black; padding: 2px;">-- Select --</span> <span style="float: right;">▼</span>

➡ Submit

---

Name	File #	Location	Events
<a href="#">Add a new event</a>			
Explorer, Dora The	23	A Pod	1/4/2023 10:00 AM - Detention; .Detention Transport Middle Tennessee Psychology 1134 Dow Street, Murfreesboro, Tennessee 37130
Ingalls, Laura	147	E Dorm	1/3/2023 9:00 AM - Judge Travis M. Lampley's Courtroom; Detention Hearing 1/5/2023 1:00 PM - Judge Travis M. Lampley's Courtroom; Review Hearing
Total names listed: 2			

- **Location:** Select the specific location or leave empty to view all locations.
- **Secure Only:** Select if you want to view all secure locations.
- **Include notes:** Select if you wish to view the Event Detail notes.
- **Event from date:** This will default to today at 12:00 am. You can change the date to any date and time.
- **Even to date:** This will default to today at 11:59:59 pm. You can change the date to any date and time.
- **Court:** If you wish to see those children with hearings in a specific courtroom you can select a specific court. Leave it empty to see all courtrooms.
- **Event Type:** You can select a specific event type or leave empty to see all. You could have different event types for transporting within the building and outside the building for example.

Click the **Submit** button to show the results.

## Detention Visitation

This area could be used to schedule visitation. You can pull the list by locations if desired.

### Stay Events Enter criteria and press Submit

Location: <input type="text" value="-- Select --"/>	
<input type="checkbox"/> Secure Only	<input checked="" type="checkbox"/> Include notes
Event from date: <input type="text" value="1/7/2023 12:00 AM"/>	Event to date: <input type="text" value="1/7/2023 11:59:59 PM"/>
Court: <input type="text" value="-- Select --"/>	Event type: <input type="text" value="-- Select --"/>

Name	File #	Location	Events
<b>Add a new event</b>			
Explorer, Dora The	23	A Pod	1/7/2023 8:00 AM - Detention; .Detention Visitation Mother
Explorer, Edward		Intake Bench	1/7/2023 8:30 AM - Detention; .Detention Visitation Father
Ingalls, Laura	147	E Dorm	1/7/2023 9:00 AM - Detention; .Detention Visitation Mother and Father
<b>Total names listed: 3</b>			

## Classifications

Classifications may change during a person's facility stay.



- Classifications <a href="#">Top</a>		<a href="#">Add</a>
Start	Classification	
<a href="#">12/7/2022 3:46:18 PM</a>	DCS Hold	
<a href="#">12/7/2022 8:45:56 AM</a>	Rutherford County	

### Stay Classification Detail

Mary Ingalls (File# 2)  
Facility stay start date/time: 12/7/2022 8:45:56 AM

Classification date/time:

Classification.\*

9. **Classification date/time:** Enter the date/time the classification changed.

10. **Classification:** Select the new classification.

Click the **Update** button to save your work.

## Privilege Levels

Privilege levels may change during the person's stay.



- Privilege levels <a href="#">Top</a>		<a href="#">Add</a>
Start	Level	
<a href="#">12/7/2022 8:45:56 AM</a>	Not Applicable	

### Stay Privilege Level Detail

Mary Ingalls (File# 2)  
Facility stay start date/time: 12/7/2022 8:45:56 AM

Level date/time:

Level.\*

11. **Level date/time:** Enter the date/time the level changed.

12. **Level:** Select the new Level.

Click the **Update** button to save your work.

## Facility stay notes (individual)

This is an area where you can make notes.



- Facility stay notes (individual) <a href="#">Top</a>		<a href="#">Add</a>
Date	Note	
12/7/2022 4:00:27 PM	I don't know what these would be used for.	
12/7/2022 4:03:34 PM	But you can make notes as of specific date/time.	

### Stay Note Detail

#### Mary Ingalls (File# 2)

Facility stay start date/time: 12/7/2022 8:45:56 AM

Entry date/time:

Notes:

13. **Entry date/time:** Enter the date/time of the note.

14. **Notes:** Type the note.

Click the **Update** button to save your work.

## Facility stay notes (overall)

- Facility stay notes (overall) <a href="#">Top</a>	
This will show in red on the Detention List if you display details	

<b>Ingalls, Mary</b>	<b>2</b>	<b>13</b>	<b>White</b>	<b>A Pod</b>	<b>DCS</b>	<b>N/A</b>	<b>18</b> Sex Offender Sexual	<b>12/7/2022</b>	<b>7 hrs</b>
Separation Violation	<b>Dora The Explorer (23)</b>								
Reason	Court Order (Rutherford County Juvenile Court) - Case #2 Filed Statutes: Aggravated Assault/F Handgun Possession Prohibited Person under 18/M								
Deadline	12/11/2022 9:49:39 AM - PREA Education								
<b>Future event</b>	Detention Hearing on 12/9/2022 at 8:30 AM in Judge Travis M. Lampley's Courtroom								
<b>Future event</b>	Detention Transport on 12/8/2022 at 3:00 PM in Detention								
<b>Assessment</b>	12/7/2022 1:14:30 PM - PREA Assessment for Victimization (Initial) - Score: 0; Assessment: General Housing								
<b>Assessment</b>	12/7/2022 11:00 AM - Detention Screening Tool (Initial) - Score: 0; Assessment: Detain								
Youth Services Officer	Bigbee, Teena								
Notes	<b>This will show in red on the Detention List if you display details</b>								

## Visits

This is where you can see the visit history. You are also able to log a new visit from this screen.


### List Visits Mary Ingalls (File# 2)

Delete	Date	Type	Visitor	File #	Visitor type	Relation
	<a href="#">Log a new visit</a>					
<input type="checkbox"/>	12/7/2022 4:15:34 PM	Personal visit	Caroline Ingalls	3	Relative	Mother
<input type="checkbox"/>	12/6/2022 4:17:37 PM	Official Visit	Teena Bigbee		Probation	n/a

## Log Visit

This section allows you to log a new visit

### Log Visit Mary Ingalls (File# 2)

Type:\*  Date/time:  

### Authorized visitors

Select the visitors to log for the above visit type and date

Visitor	File #	Age	Visitor type	Relation	Photo
<input type="checkbox"/> Kathy Baker-Bowen		0	Attorney	n/a	
<input type="checkbox"/> Teena Bigbee		0	Probation	n/a	
<input type="checkbox"/> Jon Cameron		0	Attorney	n/a	
<input checked="" type="checkbox"/> Caroline Ingalls	3	0	Relative	Mother	
<input type="checkbox"/> Charles Ingalls	4	0	Relative	Father	

15. **Type:** Select the type of visit.

16. **Date date/time:** Enter the date/time of the visit.

17. **Visitor:** Select the person visiting.

Click the **Update** button to save your work.

## Documents

This section allows you to view documents, for a specific case or for all cases, and to create or scan documents.

### List Documents/Docket Entries

Dora The Explorer (File# 23)

Case: (-- Select --)	<input type="checkbox"/> Ascending date	<input type="checkbox"/> Include summary	<input type="checkbox"/> Show names/cases					
List entries containing: <input type="text" value="Any text"/>	<input type="checkbox"/> Case related documents only							
<input type="checkbox"/> Show/sort by event date instead of document date								
<input type="button" value="Submit"/>								
<b>Multi view</b>	<b>Date</b>	<b>Document</b>	<b>Status</b>	<b>Approval</b>	<b>Stamped</b>	<b>Order book/page</b>	<b>Sealed</b>	<b>Notice</b>
		<a href="#">Add a new docket entry</a>	<a href="#">Add a new document</a>					
<input type="checkbox"/>	9/14/2022 1:12:16 PM	(View) Fees for Delinquency/Unruly Cases	Complete K. Thompson				No	No
<input type="checkbox"/>	9/1/2022 10:08:40 AM	(View) Intake Packet : Hold	Complete L. Duke				No	No

Add a new document:

### Document Detail

Document date/time:

Template:\* List templates containing:  1

2

3

Send notice  Normal  Confidential  Sealed

Document for:\* **Dora The Explorer**

Case(s):  Dora Explorer: Case 1 - Defendant - Delinquency (Active; Case Filed) **Case** 4

- List templates containing:** Type a partial word then press the TAB key on your keyboard to narrow the list of documents to only those that contain that word.
- Select the template:** Click on the drop down to select the document you wish to create.
- Name of Document:** The name of the document appears but you can manually add or remove words to customize what it says.
- Cases:** You must select which case this document will be attached to. If a case is not selected, information will not be updated in the case and information will not be pulled from the case into the document.

Click the **Update** button to save your work.

All templates work basically the same way. There are questions or instructions at the top of the screen. There may be a note telling you how many boxes you may select if there is a list of choices.

The screenshot shows a form with several elements and callouts:

- Question:** "What type of supervision?"
- How many can I choose?:** "List; select 0 or 1"
- Navigation Buttons:** A bar containing "Update" (checked), "Cancel", "Refresh", "Backwards", "Top", and "Preview".
- Select your choice:** A list of options under the heading "Sel":
  - supervised county juvenile probation
  - unsupervised county juvenile probation

A green message "Updates completed successfully" is visible above the navigation buttons.

[Read more about Documents](#)

## Contacts

Contact Notes are for a person so regardless of how many cases a person has, they have one set of contact notes. You can search for contact notes by who was contacted, how they were contacted, and which employee made the contact note. Contact notes can be shared between agencies or be confidential.

---

**Contact Detail**  
**Dora The Explorer (File# 23)**

---

Contact date/time:

Contact person:\*

Contact type:\*

Contact attributes:

Notes: 

Called and spoke with Mother. Dora has been detained. Detention hearing is scheduled for tomorrow at 9:00. Mother said Dora has medication she must take. I told her to bring the medication to the center.

[Read more about Contacts](#)



## Notes

There is another notes section that could be used for anything. One county uses it for the teachers to their make notes. It is separated so not everyone can view them.

**List Notes**  
**Dora The Explorer (File# 23)**

successfully

---

Display notes between:\*  and \*   Display note text

---

---

Date/time	Type
<a href="#">Add note</a>	
12/1/2022 9:39:22 AM	Miscellaneous
These notes can be used for anything.	

**Note Detail**  
**Dora The Explorer (File# 23)**

---

Entry date/time:

Entry type:\*

Notes:

5. **Entry date/time:** Enter the date/time of this note.
6. **Entry Type:** Select the note type needed.
7. **Notes:** Type the notes.

Click the **Update** button to save your work.

## Detention List

This area allows you to view the list of people with an open facility stay.

**FROM THE MENU:** Detention, Detention List

**Detention List**  
Enter criteria and press Submit

Location: <input type="text" value="-- Select --"/>	Minimum Days: <input type="text"/>	Maximum Days: <input type="text"/>
Location Grouping: <input type="text" value="-- Select --"/>		
Class: <input type="text" value="-- Select --"/>	Level: <input type="text" value="-- Select --"/>	
Stay Reason: <input type="text" value="-- Select --"/>		
Attribute: <input type="text" value="-- Select --"/>	Medical Alert: <input type="text" value="-- Select --"/>	
Requirement Type: <input type="text" value="-- Select --"/>	Requirement Code: <input type="text" value="-- Select --"/>	
Secure Only: <input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/> Show addresses	<input type="checkbox"/> Show details <input type="checkbox"/> Base duration on location type



You can narrow the list of people by selecting specific criteria, then clicking the **Submit** button.

- **Location:** Select the location you wish to view. You can leave this blank to see every person regardless of their location. Locations can be secure or non-secure.
- **Minimum Days:** If you only wish to see those people who have been detained for a minimum number of days. You can look at the duration column to see how many days the person has been detained.
- **Maximum Days:** If you only wish to see those people who have been detained for a maximum number of days. You can look at the duration column to see how many days the person has been detained.
- **Location Grouping:** The various locations can be placed in a group so you can pull the entire group rather than one location at a time.
- **Class:** Select the classification you wish to see.
- **Level:** Select the privilege level you wish to see.
- **Stay Reason:** Select the stay reason you wish to see.
- **Attribute:** Select the stay attribute you wish to see.

- **Medical Alert:** You can narrow your search to view those people with specific medical alerts. Prescription Drugs for example. This will provide a link to the Medical Alert as well as the List Treatments screen.

Name	File #	Age	Race	Location	Classification	Level	Attributes	Start date	Duration
<a href="#">Car [redacted] Ryan</a>	8878	15	Latino/Hispanic	Electronic Mon	Madison non DCS	N/A	None	9/27/2013	26 days 1 hr
<a href="#">Prescription List treatments</a>		Zoloff and Abilify							
<a href="#">Epp [redacted]s</a>	7355	17	Black	Electronic Mon	Madison non DCS	N/A	None	10/2/2013	20 days 23 hrs
<a href="#">Dale Prescription List treatments</a>		Client is taking meds for ADHD and to help him sleep. Guardian does not have names of medications.							





- **Requirement Type:** Narrow your search to only show those people who have a specific requirement type.
- **Requirement Code:** Narrow the list even further to only show those people with a specific requirement code.
- **Secure Only:** Each location can be configured to either be secure or not. If you want to see only those people in a secure location, click yes. If not, click no.
- **Show Addresses:** If you would like the detention list to include addresses of everyone on the list, click this. Unclicked it will not display the address.

Name	File #	Age	Race	Location	Classification	Level	Attributes	Start date	Duration
<a href="#">Agne [redacted]d</a>	23082	23	White	None	Not Applic	D	None	8/20/2004	3351 days 1 hr
<a href="#">H 765 641-7807</a>									
<a href="#">H 1810 West 53rd St. Apt. D-5 Anderson, IN 46013</a>									

- **Show Details:** Clicked this will display specific details.

Name	File #	Age	Race	Location	Classification	Level	Attributes	Start date	Duration
<a href="#">R [redacted] M.</a>	15793	18	White	Secure B	Not Applic	Privilege3	None	<a href="#">Click to sort by this column</a>	days 19 hrs
<a href="#">Reason</a>		No violation - pre-adjudication (OUT) (Howard County Sheriff Department) - Case #10 Filed Statutes: BATTERY/MA BATTERY/MA							
<a href="#">Open commitment</a>		RJK Secure Detention (Start: 9/6/2013; Scheduled end: 1/6/2014; Release in: 75 days)							
<a href="#">Future event</a>		Review of Probation Hearing on 2/7/2014 at 9:00 AM in Juvenile Court One							
<a href="#">Assessment</a>		9/3/2013 8:54 AM - Disposition Tool (Initial) - Score: 22; Assessment: High							
<a href="#">Probation officer</a>		Camden, Kimberly M.							
<a href="#">New contact</a>									
<a href="#">Current school</a>		Kokomo Center South Campus							

- **Base Duration on Location Type:** Unclicked the duration will show the total time that the person has been in detention. Clicked it will show the total time the person has been in that specific location.

Name	File #	Age	Race	Location	Classification	Level	Attributes	Start date	Duration
 Explorer, Dora The	23	14	White	A Pod/05	Contract	N/A	Out of County Suicide PRN	8/25/2022	103 days 23 hrs
 Explorer, Edward		17	White	Intake Bench	ICJ Hold	N/A	Out of County	9/14/2022	84 days
 Mouse, Mickey Donald Jr. 22		18	White	A Pod/02	DCS	N/A	None	8/18/2022	110 days 23 hrs
 White, Ray				Intake Bench	Rutherford	N/A	None	7/21/2022	138 days 23 hrs
Total detentions listed: 4									

If you click on the eyeglasses, you will be taken to the **DASHBOARD** screen.

If you click on the person's name, you will be taken to the **PERSON DETAIL** screen.

If you click on the file #, you will be taken to the **HISTORY** screen.

If you click on the Location, you will be taken to the **STAY LOCATION DETAIL** screen, which will give you the date and time that location started as well as the assigned bed at that location.

If you click on the Start Date, you will be taken to the **FACILITY STAY** screen.

You can click on any column header and sort the list by that column.

# Releasing

When a person is being released you can click on their open Facility Stay and fill out the Release section.

**Facility Stay Detail**  
**Mary Ingalls (File# 2)**

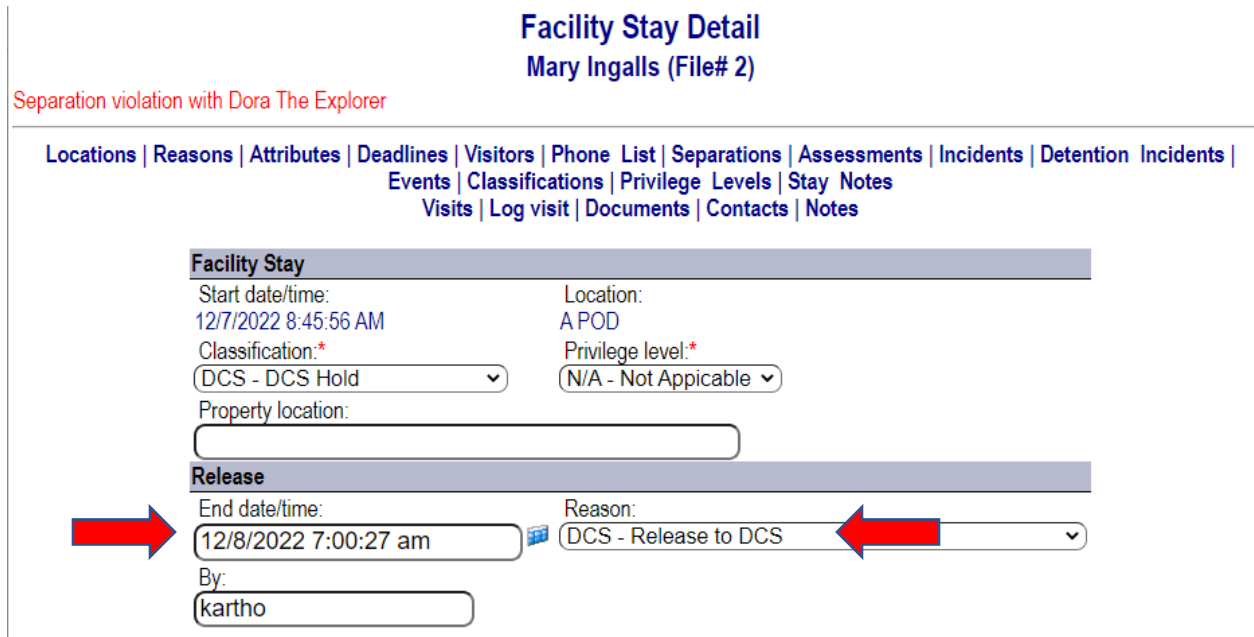
Separation violation with Dora The Explorer

---

[Locations](#) | [Reasons](#) | [Attributes](#) | [Deadlines](#) | [Visitors](#) | [Phone List](#) | [Separations](#) | [Assessments](#) | [Incidents](#) | [Detention Incidents](#) | [Events](#) | [Classifications](#) | [Privilege Levels](#) | [Stay Notes](#)  
[Visits](#) | [Log visit](#) | [Documents](#) | [Contacts](#) | [Notes](#)

Facility Stay	
Start date/time: 12/7/2022 8:45:56 AM	Location: A POD
Classification:* DCS - DCS Hold	Privilege level:* N/A - Not Applicable
Property location: <input type="text"/>	

Release	
End date/time: 12/8/2022 7:00:27 am	Reason: DCS - Release to DCS
By: kartho	



- **End date/time:** Enter the date/time of release.
- **Reason:** Select the reason the person is being released.
- **By:** You can type your username, but if left empty the system will add it.

Click the **Update** button to save your work.

# Log Books

This area allows employees to keep log books on-line of everything that happened during their shift, so when the next employee reports for work, they can quickly see what is going on. You must be authorized to view log books.

**Log book notes**  
**Enter criteria and press Submit**

Log book:

Display entries between:  and

Date/time	By	Notes
<a href="#">Add new log book entry</a>		
<a href="#">11/16/2003 1:15:00 PM</a>	D. Wims	Notified mother of Orozco, Javier who resides in Illinois. She does not speak english. Translated to son the date and time for court and documents needed for court. Son advised me mother has to work, possibility she may not make it to court.
<a href="#">11/16/2003 12:01:00 PM</a>	D. Wims	New Intake - Orozco, Javier
<a href="#">11/16/2003 12:00:00 PM</a>	D. Wims	C unit to Rec.
<a href="#">11/16/2003 11:24:00 AM</a>	D. Wims	Steuben County Probation inquired if WYC could house a juvenile. Stated a Zachary Hull would be transported this afternoon. Advised K. Mann.
<a href="#">11/16/2003 10:35:00 AM</a>	D. Wims	O unit to Rec.
<a href="#">11/16/2003 9:55:00 AM</a>	D. Wims	Mother of Dart, Nicholas contacted WYC and was advised of court date and time as well as documents needed for court.

- **Log Book:** Select the log book you would like to view.
- **Display entries between:** This will default to a 24 hour display. You can see more dates by changing the first date. The minus button takes you backward one day at a time and the plus button moves you forward one day at a time.

## Log Book Detail A Pod Log Book

Log date/time:

Notes:

- **Log date/time:** Enter the date and time of the entry.
- **Notes:** Type the entry.

Click the **Update** button to save your work.

## Medical Treatments

This screen is used to show any type of medical treatments you wish to track, such as over-the-counter drugs dispensed, prescription drugs dispensed, doctor visits, dentist visits, etc.

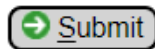
**FROM THE MENU:** Person, Medical Treatments:

### List Medical Treatments

Laura Ingalls (File# 147)

Updates completed successfully

Display treatments between:  and   
Treatment type:

 Submit

Treatment date	Treatment type	Details
<a href="#">Add a new medical treatment</a>		
<a href="#">1/2/2023 9:21:51 AM</a>	Pregnancy Test	Notes: Tested positive
<a href="#">7/21/2022 9:56:44 AM</a>	Prescription drugs dispensed	Notes: 25 mg zoloft
<a href="#">7/21/2022 9:56:02 AM</a>	Mobile Crisis Response/Contacted	Notes: refused to give safety plan
<a href="#">7/20/2022 9:57:45 PM</a>	Prescription drugs dispensed	Notes: 25 mg zoloft offered but refused

**FROM THE PERSON DETAIL SCREEN,** click on (List Medical Treatment) in the Medical alerts section.



<a href="#">- Medical alerts</a> <a href="#">(List Medical Treatments)</a> <a href="#">Top</a> <a href="#">Add</a>
<a href="#">Prescription drugs</a>
<a href="#">Zoloft</a>

**FROM THE MENU:** Detention, Detention List

If you display the Medical Alert: Prescription Drugs, there will be a link to the List Treatments section.

**Detention List**  
Enter criteria and press Submit

Location: <input type="text" value="-- Select --"/>		Minimum Days: <input type="text"/>	Maximum Days: <input type="text"/>
Location Grouping: <input type="text" value="-- Select --"/>			
Class: <input type="text" value="-- Select --"/>		Level: <input type="text" value="-- Select --"/>	
Stay Reason: <input type="text" value="-- Select --"/>			
Attribute: <input type="text" value="-- Select --"/>		Medical Alert: <input type="text" value="DRUG - Prescription drugs"/>	
Requirement Type: <input type="text" value="-- Select --"/>		Requirement Code: <input type="text" value="-- Select --"/>	
Secure Only: <input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/> Show addresses	<input type="checkbox"/> Show details	<input type="checkbox"/> Base duration on location type

Name	File #	Age	Race	Location	Classification	Level	Attributes	Start date	Duration
<a href="#">Explorer, Dora The</a>	23	14	White	A Pod/05	Contract	N/A	Out of County Suicide PRN	8/25/2022	130 days
Separation Advisory		<a href="#">Laura Ingalls (147)</a> <a href="#">Mary Ingalls (2)</a>							
<a href="#">Ingalls, Laura</a>	147	16	White	E Dorm	Rutherford	N/A	None	12/30/2022	2 days 23 hrs
Separation Advisory		<a href="#">Dora The Explorer (23)</a>							
Prescription List treatments		<a href="#">Zolof</a>							

Click on the [List Treatments](#) link to be taken to the **List Medical Treatments** screen.



## To Add a new medical treatment:


---


### Medical Treatment Detail

Laura Ingalls (File# 147)

This is a new entry.

---

Treatment date/time:  


Treatment type:\*  

Notes:

- **Treatment date/time:** Enter the date/time of the treatment.
- **Treatment type:** Select the appropriate type of treatment.
- **Notes:** Type the details of the treatment in the Notes.


Click the **Update** button to save your work.


If you are giving the same treatment, for example, prescription drugs over and over, and you just need to change the date and time you dispensed, you can click on the treatment and click the **New** button to copy the notes.

Treatment date	Treatment type	Details
<a href="#">Add a new medical treatment</a>		
 7/21/2022 9:56:44 AM	Prescription drugs dispensed	Notes: 25 mg zoloft
7/20/2022 9:57:45 PM	Prescription drugs dispensed	Notes: 25 mg zoloft




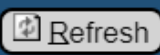


Add the new date/time.

---

Treatment date/time:  

Treatment type:\*  

Notes:

## Medical Treatment Options

The different treatment types can have “details” set up.

Treatment date/time:

Treatment type:\* **PHYS - General physical**

- Vitals:
- B/P
  - Temp
  - HR
  - Height
  - Weight
  - BMI
  - Accucheck
  - Allergies
  - Pain 0-10/Location
  - Vision - Right
  - Vision - Left

Treatment date/time:

Treatment type:\* **OTC - OTC drugs dispensed**

Vitals:

Complaints:

History:

History:

Physical Exam:

Diagnosis:

- Orders:
- Acetaminophen
  - Analgesic Cream
  - Antifungal Cream
  - Anti-Diarrheal Tab
  - Antacid abs
  - Cough Syrup (Alcohol Free)

# Detention Reports

Here is a link to the list of all reports in Quest: [All Reports](#)

## [Custody overview](#) (CustodyOverview)

The report looks for open facility stays and open requirements that are defined in the report settings. It will also report on any facility stay or requirement that closed during the time period. It reports locations, classifications, attributes, start date and duration. If defined, it will look for people with a warrant and report on them. The report can also contain school information if desired.

## [Detained as of specific date](#) (DetainedOnDate)

This report will list every person with an open facility stay on a specific date. The report can be limited to only certain locations and/or only secure locations. It will show the name, race, sex, age, location, length of time at that location, stay length and name of probation officer at that time.

## [Detained felonies](#) (DetainedFelonies)

The report will provide a list of people in secure detention locations who have at least one felony level filed statute that has been disposed as guilty. The report will provide name, race, sex, dob, height, weight, hair, eyes, location, and the officer listed on the incident.

## [Detainee info over period](#) (DetaineeInfo)

The report lists all people with an open stay location during the time period. It will list the name, location, start date, admission type or reason the person was detained, duration, and release reason if the person was released.

## [Detention contact information](#) (DetentionContactInfo)

The report is searching the open locations selected and providing a list of the people in each of those locations along with their race, sex, age, current location, their approved list of visitors and the phone list numbers they are allowed to call, if selected.

## [Detention Meals](#) (DetentionMeals)

This report will list the people currently detained in a specific location. It will print a sheet that lists the person's name, age, race, and bed. Then will provide columns for Breakfast, Lunch, Snack, Dinner, Snack so each meal the person receives can be marked. If requested, the report can also list the dietary needs for that person, so you can ensure their meals do not include anything they are not to receive.

### [Detention movement over period](#) (DetentionMovement)

This report lists everyone who was moved in to or out of the selected location during the time period. It will report the date/time of the movement, name of person, race, sex, age, moved from location, moved to location, location length and stay length. It will also provide this information in a spreadsheet format.

### [Detention population](#) (DetentionPopulation)

This report will list the number of people in the locations specified in the report criteria, at the start of the period, end of period, how many were admitted or released during the period, and how many of those were pre or post adjudication. The report breaks down the information by sex, race, age, offense category, and reason or charges against them. It will provide details if requested.

### [Detention school attendance](#) (IDNotesForStays)

This report was created so those detention centers with schools could have a designated area to make notes about school attendance while in detention. This report will give a count of the residents in each location with notes on that date. It will break the students down by school district.

### [Detention statistics](#) (DetentionStats)

This report looks at the specified locations to determine statistics such as, new referrals, broken down by sex, month, hour, race, ethnicity, school, agency and recidivism. It also calculates monthly statistics such as bed days, chargeable bed days, post disposition bed days, average daily population, and average length of stay.

### [Detention stays over period](#) (DetentionStays)

This report is providing information on the people who were in the locations specified in the report criteria at any time during the reporting period. It will provide name, race, sex, dob, age, start date, end date, location, allegations, classifications and attributes, and length of time at that location. This is a great report if you need to justify why you are holding children in your facility, if you invoice others for detaining, or are invoiced for your children being detained.

### [Incident monitoring report](#) (IncidentReports)

This report looks at a specific document, such as "Detention Incident Reports" and tallies the responses to various questions, such as "where did the incident occur," "was there self-harm," "was there use of force," etc. to provide a summary report of the incidents.

### [Detention incident extract](#) (DetentionIncidentExtract)

This report produces a .csv (spreadsheet) file with the detention incident statistics for detention incidents that occurred during the date range. It includes information such as injuries, restraints, DCS referrals, and people involved in the incident.

[Location Counts Over a Period](#) (LocationCounts)

This report will provide the total number of males and females in specified locations on every day during the time period. It will be broken down by location, with a total of all locations at the end.

[People detained over period](#) (DetainedOverPeriod)

This report will search for people detained in the specified location for at least the minimum number of days entered in the report criteria. It will display the name, race, sex, dob, age, ssn, file number, times held and length held.

[PREA Violations or PREA Stay Review Report](#) (DetainedTooLong)

This report will list those people who were held for a specified number of hours in a specific location, such as the intake or screening area. The report will provide the location, stay and end times and the length of time in that location.

[Stay statistics report](#) (StayStats)

This report provides statistics about a specific location. It can be narrowed to include only specific types of incidents. Every section is broken down by Sex and Race. It provides statistics about the people in that location during the report period. It reports statistics such as Day, Month, Hour of arrest details, Age, Offense, Time Referred, Release, Case Disposition, Referring Agency, and zip codes.

[Stay attribute inquiry](#) (StayAttributeInquiry) -

This report will provide a list of the people matching the facility stay attribute selected as well as the total number of matches for each attribute requested.

# Invoicing for Contract Holds

Pull the report, Detention stays over period, for last month.


**Menu | Miscellaneous | Reporting | Reports | Detention Stays Over Period.**


You could pull the report by classification, meaning run it once for State holds, then run it again for the Contract holds.

## Detention Stays Over Period

Enter report criteria and press "Submit"

---

From date:\*  

Thru date:\*  

Location (don't select any for \*ALL):  ▼

Include secure locations only:  Yes  No

Stay Attribute:  ▼

Classification:  ▼

Include (as opposed to excluding) stays with specified attribute and/or classification.:  Yes  No

Include last assigned PO in report:  Yes  No

---

We can tell from the Facility Stay Detail screen that the child came into the center on 7/20 and remains in the center to this day. The child is a contract hold for Bledsoe County.

### Facility Stay Detail

Randy Allen Layne (File# 920745)

[Locations](#) | [Reasons](#) | [Attributes](#) | [Visitors](#) | [Phone List](#) | [Separations](#) | [Assessments](#) | [Incidents](#) | [Classifications](#) | [Privilege Levels](#) | [Stay Notes](#)  
[Visits](#) | [Log visit](#) | [Documents](#) | [Contacts](#) | [Notes](#)

**Facility Stay**

Start date/time: 7/20/2016 2:46:53 PM      Location: DET

Classification\*: CONT - Contract County      Privilege level\*: PRIV - Full Privileges

Property location:

**Release**

End date/time:       Reason: -- Select --

By:

- Locations		Top		Total secure: 20 days 16 hrs	Total non-secure: 0 secs	Add
Date/time	Location	Secure	Bed	Duration		
7/20/2016 2:46:53 PM	Det	Yes	S3	20 days 16 hrs		

- Reasons		Top						Add
Start	Case	Agency	Reason	End	By	Reason		
7/20/16 2:46 PM	1	Bledsoe	Court Order					

If we want to invoice for July, we add a requirement to the case. Click on the Case number to get into the **Case Detail** screen.

Click on the **Add** link to add a requirement.

- Requirements		Top		Add
Assigned	Requirement	Start	Status	Status date

## Requirement Detail

Requirement type:\* 
  
 Requirement code:\* 
  
 Provider: 
  
 Assigned date:  Start date: 
  
 Scheduled end date:  New end date: 
  
 Status:  Status date:

Assessment frequency:  Type: 
  
 Initial type:  Amount: 
  
 Cases:\*  Randy Layne: Case 1 - Defendant - Detention (Active; Cas

Default payee: 
  
 Notes:

- **Requirement Type:** Detention Financials
- **Requirement Code:** Contract Hold
- **Provider:** County you will invoice
- **Assigned Date:** First billing day in detention
- **Scheduled end date:** Last billing day in detention
- **Initial type:** Assessment
- **Amount:** Total due for this invoice
- **Cases:** Make sure the detention case is selected
- **Notes:** Enter the days x the daily rate = total amount

This can be configured to assess fees daily if desired.

Click the **Update** button to save your work.

Click the **Cancel** button to return to the **Case Detail** screen.

- Requirements <a href="#">Top</a>			
Assigned	Requirement	Start	Status
7/20/2016	Contract Hold provided by Bledsoe County	7/20/2016 22 days	(Balance: 1,800.00)



Once back to the **Case Detail** screen, you can add a document to create the invoice.

## Document Detail

Document date/time:

Template:\* List templates containing:

**DET-INVC - Contract Detention Invoice** ▼

Contract Detention Invoice

Send notice    Sealed

Document for:\* **Randy Allen Layne**

Case(s):  Randy Layne: Case 1 - Defendant - Detention (Active; Case Filed)

### Select the contract county to invoice:

Updates completed successfully

Update    Cancel    Refresh    Back

**BLE - Bledsoe County** ▼

### Select the fee:

Update    Cancel    Refresh    Backwards    Top    Preview

Sel	Requirement type	Status	Status date	Assigned date	Start date	Scheduled end	New end
<input type="checkbox"/>	<b>Contract Hold</b>	Invoiced	6/30/2016	6/29/2016	6/29/2016		
				Randy Allen Layne (920745; Case: 1; Unassigned)			
<input checked="" type="checkbox"/>	<b>Contract Hold</b>	(Balance: 1,800.00)		7/20/2016	7/20/2016	7/31/2016	
				Randy Allen Layne (920745; Case: 1; Unassigned)			

This will produce an invoice.

### Is this the final invoice?

List; select 0 or 1

Updates completed successfully

Update    Cancel    Refre

#### Sel

- Yes (child was released)
- No (child is still detained)

August 10, 2016

Bledsoe County

Dear County Executive:

This is a statement of the balance due the Putnam County Juvenile Detention Center by your county for the detention of the following named juvenile on the indicated dates:

Assigned date	Requirement type	Start date	Scheduled end	New end	Status	Status date
7/20/2016	Contract Hold	7/20/2016	7/31/2016		(Balance: 1,800.00)	
	Randy Allen Layne (920745; Case: 1; Unassigned) 12 days x \$150.00 = \$1,800.00					

Please make your check payable to remit to above address within 30 days of this statement date.

Respectfully,

<a href="#">- Requirements</a> <a href="#">Top</a>				
Assigned	Requirement	Start	Status	Status date
7/20/2016	Contract Hold provided by Bledsoe County	7/20/2016	Invoiced (Balance: 1,800.00)	8/10/2016

The Requirement is updated automatically to show that it was invoiced on a specific date.

If you had responded that yes, this was the final invoice, the case would be closed.

If you wish to use Quest to receipt payments on these invoices that can be configured as well.