We removed personal email addresses from the action notes which was a desired outcome. However, external requesters currently see a generic "by NPGS Personnel" for each Action Note in their order history. One goal of this Order History is to make it more self-explanatory and more self-service. Part of that goal is to reduce the number of emails to GrinGlobal.Orders@usda.gov.

One thing needed now is to insert the respective site's ARS-GRIN-site@usda.gov address for each action note, similar to the third image shown below. *Ideally this would be a clickable mailto: link.*

What the requester sees under their order history:

Order request actions:

Action Date	Action Step	Order Number	Action Note
10 February 2023	Order shipped	346319	Order request item status changed to SHIPPED for 6 item(s) by Western Regional PI Station (W6), Pullman, Washington, United States by NPGS Personnel
10 February 2023	Completed order	346319	Order Request has been marked as COMPLETED by Western Regional PI Station (W6), Pullman, Washington, United States by NPGS Personnel
24 January 2023	Order pending	346319	Order request item status changed to PENDING for 4 item(s) by Western Regional PI Station (W6), Pullman, Washington, United States by NPGS Personnel
11 January 2023	NRR Approve	58984	
11 January 2023	New Order	346319	New order created (from web request) with 6 item(s) by Western Regional PI Station (W6), Pullman, Washington, United States by NPGS Personnel
11 January 2023	NRR Flag, Email	58984	

"by NPGS Personnel" is not adequate.

What would be ideal for the *public requester* to see under their order history details:

Order request actions:

Action Date	Action Step	Order Number	Action Note
10 February 2023	Order shipped	346319	Order request item status changed to SHIPPED for 6 item(s) by Western Regional PI Station (W6), Pullman, Washington, United States Contact: ARS-GRIN-W6@ usda.gov
10 February 2023	Completed order	346319	Order Request has been marked as COMPLETED by Western Regional PI Station (W6), Pullman, Washington, United States Contact: ARS-GRIN-W6@ usda.gov
24 January 2023	Order pending	346319	Order request item status changed to PENDING for 4 item(s) by Western Regional PI Station (W6), Pullman, Washington, United States Contact: ARS-GRIN-W6@ usda.gov
11 January 2023	NRR Approve	58984	
11 January 2023	New Order	346319	New order created (from web request) with 6 item(s) by Western Regional PI Station (W6), Pullman, Washington, United States Contact: ARS-GRIN-W6@ usda.gov
11 January 2023	NRR Flag, Email	58984	

What the NPGS staff now sees under A Web Detail Report: (this is fine as it stands)

Order Request Actions:

Action Date	Action Step	Order Number	Action Note
February 10, 2023	Order shipped	346319	Order request item status changed to SHIPPED for 6 item(s) by Western Regional PI Station (W6), Pullman, Washington, United States by Melissa Scholten (melissa.scholten@usda.gov)
February 10, 2023	Completed order	346319	Order Request has been marked as COMPLETED by Western Regional PI Station (W6), Pullman, Washington, United States by Melissa Scholten (melissa.scholten@usda.gov)
January 24, 2023	Order pending	346319	Order request item status changed to PENDING for 4 item(s) by Western Regional PI Station (W6), Pullman, Washington, United States by Barbara Hellier (barbara.hellier@usda.gov)
January 11, 2023	NRR Approve	58984	
January 11, 2023	New Order	346319	New order created (from web request) with 6 item(s) by Western Regional PI Station (W6), Pullman, Washington, United States by Melissa Scholten (melissa.scholten@usda.gov)
January 11, 2023	NRR Flag, Email	58984	