Referral State Transition Issues

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1. Is the workflow correct?
    1. Verify through history of the referral
    2. Compare to successful referrals
2. If the issue persists after general troubleshooting has been completed
    1. Contact internal IT and have them complete investigation
    2. Confirm triggers are there in the correct chronological order
    3. What did IT expect to see happen?
3. Is it reproducible in test?
    1. If so, clarify and send reproduction steps
4. Is it reproducible in production?
    1. If so, clarify and send reproduction steps