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November 7, 2014

GENERAL LETTER NO. 14-B(4)-87

ISSUED BY: Bureau of Financial, Health and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter B(4), ***SYSTEM SCREEN INSTRUCTIONS***, Contents (page 2), revised; and pages 21, 75, and 78 through 86, revised.

Summary

Chapter 14-B(4) is revised to remove:

- The SEND CARD field from the screen shot of TD02, and
- References to EBTR.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter B(4):

Page	Date
Contents (page 2)	January 1, 2010
21	February 18, 2011
75	September 2, 2011
78	November 12, 2004
79	January 1, 2010
80	February 18, 2011
81, 82	January 1, 2010
83-87	February 6, 2009

Additional Information

Refer questions about this general letter to your area income maintenance administrator.

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The DATE field in the upper right corner of the TD01 screen indicates the last date that the files were updated as a result of worker entries.

Entries in the CASE REC: (case folder tracking) fields serve a two-fold purpose. The first is to create or delete a case folder tracking record. This is an on-line process. Records can be viewed on the TRAC screen. The second function is to create an identification transaction to update the case master file.

The 2 = FRWD option brings up the TD02 screen.

PF2 has the same function as the 2 = FRWD option.

PF1 returns the screen to the TD00 menu and does not write any transactions.

TD02 = Sections III and IV

The TD02 screen is used to display or enter data for the Food Assistance and FIP portions of the case master file. Entries on this screen can create FIP and Food Assistance transactions.

```
TD02                                          IOWA ABC SYSTEM                    DATE:  00/00/00
CASE:                          PREP WKR:  xxxx  PREP DT: xx xx xx  SEQ: xx        OVERRIDE:  x
CASE NAME:

   FOOD ASSISTANCE:                           S E C T I O N  III

   ENTRY RSN      STATUS     REA1     REA2     APP DT     POS DT     AD     NEG DT     EMVS       DOD
        x             x        xxx      xxx      xx  xx  xx   xx  xx  xx   x      xx.xx.xx    x x        xx xx xx

   START      END                          FS      HH      CAT      OVERDUE
   CERT       CERT      RT     FSI     PHM   TEST    TYPE    ELIG       CERT      LIMIT     BENEFIT

   xx  xx     xx  xx     x       x       x       x       x       x          x       xx  xx    xxxx-xx

   FIP:                                   S E C T I O N  IV

   ENTRY RSN    STATUS    REA1     REA2     APP DT     POS DT     AD     NEG DT     SEC8     BAT    ALIEN
        x           x       xxx      xxx      xx  xx  xx   xx  xx  xx   x      xx  xx  xx       x           x

   LAST REV     NEXT REV    RT      PE     REF OR     REF ENT     LIMIT      DT     BENEFIT
     xx  xx       xx  xx     x       x        xx        xx xx      xx  xx     xx     xxxx.xx

*** 1=STOP    2=FRWD      3=NEXT SCRN     5=MSTR                                    CD/SCRN: x  xxxx
            CASE #:  xxxxxx  xx  x  x    STATE ID:  xxxxxxxx        BEN DT:  xx  xx          PRG: x
```

DISPLAY SCREENS ON ASSOCIATED SYSTEMS

This section explains some of the screens that can be accessed from the ABC system, including:

- DIRD, automated direct deposit
- ISSV, Issuance Verification System
- OUTS, warrant status information

DIRD = Automated Direct Deposit

FIP and RCA recipients and facility residents who receive personal needs supplements can choose to have their benefits deposited directly to an active account at a bank, savings and loan, or credit union. See 4-H, Direct Deposit, or 8-I for information on who is eligible for direct deposit, the types of payments issued by direct deposit, and the dates that payments will be deposited.

Applicants and participants complete form 470-0261, *Agreement for Automated Deposit*, to request to start, change, or end direct deposit. When form 470-0261 is completed, make entries in DIRD to start, change, or end direct deposit.

Note: Actions in DIRD are not dependent on case status.

DIRD can be accessed from the LINK screen or from an ABC screen:

- To access DIRD from LINK, enter option DIRD and the ABC case number and press "Enter." The DIRD screen will appear, with the CASE NAME and any existing direct deposit information filled in.
- To access DIRD from an ABC screen, enter 3 DIRD in CD/SCRN and press ENTER. The DIRD screen will appear, with the CASE NUMBER, CASE NAME, and any existing direct deposit information filled in.

To begin direct deposit: Enter the BEGIN DATE, ROUTE NUMBER, CHECK DIGIT, ACCOUNT NUMBER and select whether the account is a checking or savings account.

Caution: Use the route number on the checks for the account. Do not use the route number from a deposit slip; it is not the same number. A client who requests a direct deposit to a savings account must verify the correct route number with the bank.

To end direct deposit: Enter the STOP DATE. Direct deposit information remains on DIRD for one year beyond the stop date. After one year, it will no longer be displayed.

Issuance Verification System (ISSV)

The ABC and ICAR systems use the Issuance Verification System to:

- Prevent duplicate authorization of Food Assistance benefits.
- Provide a history of benefits.
- Provide the client with information on child support rebate issuance through the Audio Response Unit.

ISSV includes an on-line file that is available to everyone who has access to the ABC system and to the client through the Audio Response Unit. ISSV is accessible through the LINK system. ISSV is not part of ABC.

To view the on-line file of issuance, enter ISSV. The following menu screen is returned:

```
ISSO                    IOWA ISSUANCE VERIFICATION SYSTEM
                                    MENU

     OPTIONS

     ISSO  =  MENU
     ISS1  =  DISPLAY ISSUANCE VERIFICATION INFORMATION
     ISS2  =  CORRECT WARRANT FUNDING SOURCE
     ISS3  =  DISPLAY INDIVIDUALS ASSOCIATED WITH ISSUANCE
     ISS4  =  FS ISSUANCE RETURNS AND CORRECTIONS
     ISS5  =  FS ISSUANCE CORRECTION AND DELETION
     LINK = OTHER DHS SYSTEMS

     ENTER OPTION:
```

On the ISS1 screen, type the first nine characters of the ABC case number and the effective date of data desired (optional) and press ENTER.

```
ISS1 xxxxxx xx x                    IOWA ISSUANCE VERIFICATION SYSTEM
CASE:00 0                 BENEFIT DATE:
                    FOOD STAMPS AND WARRANTS ISSUED
EFFECTIVE  ISSUANCE/  PHM  ISSUE   SEQ  ISSUE   ACT  OLD  LOC  SPC  AID  CO  CONTROL
  DATE     REPAYMENT CD   AMOUNT  NO   DATE    CD   CD   TYPE ISS  TYPE      NUMBER

  01/93      WARRANT       495.00  01   01/01/93  M                    300  67
  01/93        STAMPS      262.00  01   01/02/93  U    M               300  67  xxxxxxx
  12/92      WARRANT       495.00  01   12/01/92  M                    300  67
  12/92    SYS-REBATE       50.00  01   12/17/92  J                    300  67
  12/92        STAMPS      198.00  02   12/17/92  N          S    N    300  67  xxxxxxx
  12/92        STAMPS      262.00  01   12/01/92  M                    300  67  xxxxxxx
  11/92      WARRANT       495.00  03   11/23/92                       300  67
  11/92      WARRANT       495.00  02   11/22/92                  C    300  67  CANCEL
  11/92      WARRANT       495.00  01   11/19/92                  E    300  67  EBT
  11/92        STAMPS      258.00  03   11/22/92  S          E    N    300  67  xxxxxxx
  11/92        STAMPS      258.00  02   11/22/92  K          E    N    300  67  xxxxxxx
  11/92        STAMPS      258.00  01   11/19/92  T                E    300  67  EBT
  10/92      WARRANT       495.00  01   11/19/92                  E    300  67  EBT
  10/92        STAMPS      262.00  01   11/19/92  P                E    300  67  EBT

  1=STOP                                                      OPTION:
  ***** END OF SCREEN DISPLAY.                  SELECT NEW CASE OR PRESS ENTER. *****
```

The display includes a history of Food Assistance issuances, warrant issuances, child support rebate issuances, child support income exempted for rebate purposes, and monies recouped from the client (other than from grant reduction) for FIP or Food Assistance recovery claims since July 1985.

If the screen is full, press the ENTER key to view more data. Use F1 or OPTION 1 to return to the menu.

EFFECTIVE DATE indicates the month for which the benefit is paid.

ISSUANCE/REPAYMENT indicates the type of issuance or recoupment. See 14-B-Appendix, ISSUANCE VERIFICATION SYSTEM, for definitions.

ISSUE AMOUNT indicates the amount of the issuance.

SEQ NUMBER indicates the first, second, etc. issuance for the month.

ISSUE DATE indicates the date the issuance is authorized to be written.

Monthly warrants are mailed according to the schedule set on the ABC System Dates chart. Daily warrants are scheduled to be mailed one working day after the NOD date. For availability dates for payments issued by direct deposit or the Electronic Access Card (EAC) see 4-H.

Monthly Food Assistance (FA) benefits are issued according to a staggered alphabetical schedule. Daily FA benefits are issued the next working day. Dates are subject to changes due to holidays.

ACT CODE indicates the reason the issuance is created. Action codes are listed in 14-B-Appendix, ISSUANCE VERIFICATION SYSTEM.

OLD CD indicates the food stamp action code originally connected with the issuance. It displays only if the original code was corrected or deleted by central office staff, or if the issuance was returned as undeliverable.

LOC/TYPE indicates the source of the benefits. See 14-B-Appendix, ISSUANCE VERIFICATION SYSTEM, for codes.

SPC ISS describes certain actions involved with issuance of benefits. For example, an E or C may indicate electronic benefit transfer (EBT) and canceled warrants, respectively. See 14-B-Appendix, ISSUANCE VERIFICATION SYSTEM, for codes.

AID TYPE and **CO** entries come from the ABC case.

CONTROL NUMBER is assigned by the system and is used for auditing. This field consists of the last seven digits of the state warrant number. **Note:** If researching the status of a state warrant for a client on the OUTS=Warrant Status Information system, you will need to enter either a “zero” or a “6” in the first digit field and the CONTROL NUMBER.

If a payment is issued by direct deposit, DIR DEP will appear in the CONTROL NUMBER field. If a payment is issued by electronic access card, EAC will appear in the CONTROL NUMBER field.

ISSV entries with an EFFECTIVE DATE of 4-99, an ISSUE DATE of 4-19-99, an ACT CODE of J and a LOC/TYPE code of F indicate a Bliek refund. These entries are made in central office.

If an effective date of benefits has been entered in the BENEFIT DATE field, use PF4 or option 4 to scroll backwards to the next effective month; use PF5 or OPTION 5 to scroll forward to the next effective month. To exit ISSV, use the LINK option or the CLEAR key.

```
ISS3                                IOWA ISSUANCE VERIFICATION SYSTEM
CASE: xxxxxx xx x              BENEFIT DATE: MM YY
                                    FOOD STAMPS AND WARRANTS ISSUED
EFFECTIVE ISS/REPAY                 ISSUE AMT SEQ ISSUE DATE      ACTION CD LOC/TYP CONTROL NO
STATE IDENTIFICATION NUMBER OF INDIVIDUALS ELIGIBLE FOR BENEFITS
  11/86      STAMPS              16.00  01  12/09/86          P          x                xxxxxxx
  12/86      STAMPS              39.00  01  12/09/86          T
  01/87      STAMPS              39.00  01  12/30/86          M
  02/87      STAMPS              39.00  01  01/29/87          M
  03/87      STAMPS              39.00  01  02/26/87          M
  xxxxxxxxf xxxxxxxxd
  04/87      STAMPS              39.00  01  03/28/87          M



  1=RETURN TO MENU                          OPTION:
  MORE INFORMATION ON NEXT SCREEN PAGE - PRESS ENTER
```

The ISS3 screen shows the Food Assistance and warrants issued in a month and the state identification numbers of the persons included in those benefits. The columns have the same designations as ISS1, and include the same history.

```
ISS4                                IOWA ISSUANCE VERIFICATION SYSTEM
CASE: xxxxxx xx x              BENEFIT DATE:
                                    FOOD STAMP ISSUANCE
CONTROL     EFFECTIVE     ISSUE      ISSUE      ACTION    OLD    SEQ    SPECIAL    LOCATION    CO
NUMBER      DATE          AMOUNT     DATE       CODE      CODE   NO     ISSUE      TYPE        NO
 xxxxxx     01/93         262.00     01/02/93   U         M      01                            67
 xxxxxx     12/92         198.00     01/08/93   N                03     N          S           67
 xxxxxx     12/92         198.00     12/17/92   N                02     N          S           67
 xxxxxx     12/92         262.00     12/01/92   M                01                            67
 xxxxxx     11/92         258.00     11/22/92   S                03     N          E           67
 xxxxxx     11/92         258.00     11/22/92   K                02     N          E           67
 xxxxxx     11/92         258.00     11/19/92   T                01     E                      67
 xxxxxx     10/92         262.00     11/91/92   P                01     E                      67

1=RETURN TO MENU                                                          OPTION:
LOG AND ISSV RECORDS HAVE BEEN UPDATED
```

ISS4 is used to correct or delete action codes.

```
ISS5                                IOWA ISSUANCE VERIFICATION SYSTEM
CASE: xxxxxx xx x
                                FOOD STAMP ISSUANCE CORRECTION DISPLAY

CONTROL     EFFECTIVE    ISSUE     ISSUE     CORR    ACTION
NUMBER        DATE       AMOUNT    DATE      CODE     CODE      REASON              DELETE
 xxxxxx       01/93      262.00   01/08/93    U        M        SAFETY HAZARD


1=RETURN TO MENU          8=DELETE CORRECTION                   OPTION:
NO MORE INFORMATION TO DISPLAY - ENTER OPTION
```

ISS5 displays historical action records created for code correction or code deletion.

OUTS = Warrant Status Information

The OUTS screens display specific detail pertaining to the status of state warrants. The information displayed is updated at the same time a warrant is issued through ABC or the PJCASE system. OUTS screens are display-only screens. No entries are allowed.

To access information on a warrant, you must know the warrant number. Beginning January 1994, warrant numbers (excluding the first digit) are displayed on the ISSV screen, options ISS1 and ISS3 under the CONTROL NO field. To obtain information on a warrant issued before January 1994, contact Quality Assurance. Write the warrant number down before accessing OUTS, as OUTS is not linked to ABC.

OUTS Menu

To access the OUTS system, sign on to CICS. Clear the screen, type OUTS, and press ENTER key. The following screen will be displayed:

```
ENTER 8 DIGIT WARRANT NUMBER


                                                    OUTS 99999999
```

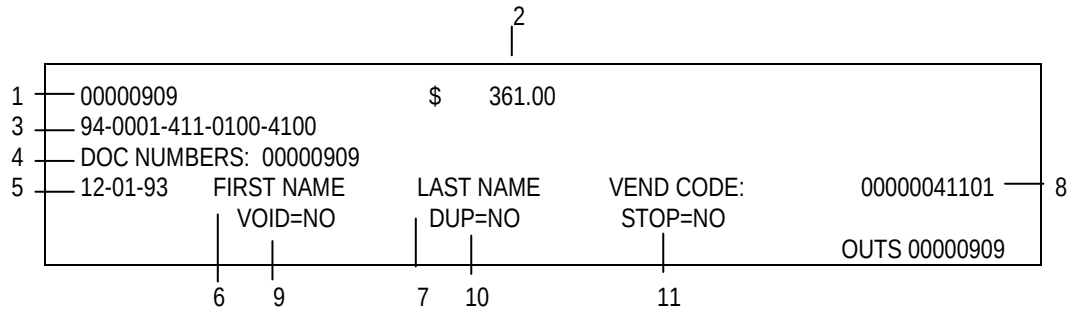
The cursor appears under the first '9' after the word OUTS. Enter "zero," or if the CONTROL NO in ISS1 or ISS3 begins with the digit "2," enter a "6" as the first digit, followed by the warrant number previously obtained from the ISS1 or ISS3 screen. Press ENTER key.

The warrant status determines which screen is displayed. The warrant may be:

- Outstanding
- Redeemed
- Previously cashed or outdated
- Stopped
- Duplicate
- Damaged

To exit the OUTS system, clear the screen.

Outstanding Warrant



Note: The words VOID, DUP, and STOP are followed by "NO."

The screen contains the following information:

1. **WARRANT NUMBER:** The eight-digit number assigned by the Department of Administrative Services (DAS).
2. **WARRANT AMOUNT:** The issuance amount.
3. **ACCOUNTING STRING:** Comes from the payment document and is comprised of the fiscal year, the fund, the department number, the organizational code and the object code.
4. **DOC NUMBERS:** The warrant number.
5. **ISSUE DATE:** The date a warrant was issued.

6. **FIRST NAME:** The payee's first name as printed on the warrant.
7. **LAST NAME:** The payee's last name as printed on the warrant.
8. **VEND CODE:** The claim number assigned by the DAS for accounting purposes.
9. **VOID:** The current status of information.
10. **DUP:** The current duplicate status information.
11. **STOP:** The current payment information.

Redeemed Warrant

If the warrant has been redeemed (cashed) within the previous 12 months, the following screen is displayed:

WARRANT NO. 00000909

BANK	BATCH	SEQ	ISSUE DATE	REDEEMED	AMOUNT
0000	0013	003600	05-01-93	05-10-93	$ 92.00

OUTS 00000909

The screen contains the following information:

- **BANK:** Indicates the bank where redemption occurred.
- **BATCH:** Used by the Department of Administrative Services (DAS) for accounting purposes.
- **SEQ:** Used by DAS for accounting purposes.
- **ISSUE DATE:** Date the warrant was issued.
- **REDEEMED:** Date the warrant was paid.
- **AMOUNT:** Amount printed on the warrant.

Locating Previously Cashed or Outdated Warrants

The following screen is displayed if 12 months have passed since redemption occurred or the warrant is outdated:

```
00000909                    WARRANT PREVIOUSLY REDEEMED, CANCELED OR OUTDATED
                                                                    OUTS 00000909
```

To obtain information on a warrant issued more than 12 months ago, contact the Quality Assurance Unit in the Division of Data Management by email to DHS, Quality Assurance.

Payment Stopped Warrant

If a stop-payment order was placed on a warrant, the following screen is displayed:

```
00000909                          $          361.00
94-0001-411-0100-4100
DOC NUMBERS:     00000909

12-01-93         FIRST NAME       LAST NAME        VEND CODE:   00000041101
                   VOID=NO          DUP=NO           STOP=YES
                                                                    OUTS 00000909
```

Note: The word “STOP” is followed by “YES.”

Duplicate Warrant

If a duplicate warrant has been issued after payment is stopped on the original warrant, the following screen is displayed:

```
00000909                  $          361.00
94-0001-411-0100-4100
DOC NUMBERS:      00000909

12-01-93                FIRST NAME        LAST NAME   VEND CODE:   00000041101
                          VOID=NO          DUP=YES     STOP=YES
                                                                    OUTS 00000909
```

Note: The words “DUP” and “STOP” are followed by “YES.”

Warrant Damaged in Issuance Process

If the original warrant was damaged during issuance and a duplicate warrant has not been issued, the following screen is displayed:

```
00000909                $              361.00
94-0001-411-0100-4100

DOC NUMBERS:    00000909
12-01-93        FIRST NAME    LAST NAME   VEND CODE:   00000041101
                 VOID=YES      DUP=NO      STOP=YES
                                                                  OUTS 00000909
```

Note: The words “VOID” and “STOP” are followed by “YES.”

If the original warrant was damaged during issuance and a duplicate warrant has been issued, the following screen is displayed:

```
00000909                $              361.00
94-0001-411-0100-4100

DOC NUMBERS:    00000909
12-01-93        FIRST NAME    LAST NAME   VEND CODE:   00000041101
                 VOID=YES      DUP=YES     STOP=YES
                                                                  OUTS 00000909
```

Note: The words “VOID,” “DUP,” and “STOP” are followed by “YES.”

A duplicate warrant is assigned the same warrant number as the original warrant.