

## Fresh Choices in TWIST – Issues and Solutions (7/27/2009)

This document provides guidance and resources for the implementation of Fresh Choices in TWIST. Please share this document with all WIC staff.

There are several known issues with the August 2009 Fresh Choices implementation in TWIST. These issues will be fixed in future releases, but in the meantime we wanted you to be aware of them and offer solutions to help you work around them. They are grouped below by TWIST screen or functional area. Issues are designated with an (I) and Solutions with an (S).

### Food Module Search Screen

- I1.** The *Search* screen sometimes freezes. Some known triggers include:
  - Trying to assign two separate formulas (e.g., in module A and module C)
  - When a lot of scrolling occurs
  - When several changes are made to the search criteria (i.e. a lot of checking/unchecking of boxes occurs).
- S1.** Use CTL+ALT+DEL to exit out of the frozen screen. If possible, select the appropriate module on the *Food Package Assignment (FPA)* screen.
- I2.** Sometimes unchecking boxes on the *Search* screen does not undo the search criteria you had previously selected. For example, you check both “No eggs” and “No peanut butter” on the *Search* screen but then uncheck “No eggs” – your results may still show modules with no eggs.
- S2.** Try unchecking all search criteria boxes and starting over, or exit out of the *Search* screen and come back in.
- I3.** On the *Search* screen Formula Search – the “Quantity” drop down window for Ready to Feed and Concentrate formula types does not go high enough to capture all options.
- S3.** All formula module options for Ready to Feed and Concentrate formulas will be available on the list of modules in the middle of the *Search* screen. Select the desired formula module by scrolling down that list, rather than using the search criteria.



## Voiding

- I4.** You currently cannot void paid vouchers using the new void reasons “Category Change – Infant.”
- S4.** Call App Support if you encounter this issue.
- I5** When typing an “F” to select “Formula Exchange” in the void reason drop down window, you get an "Invalid void reason for spent voucher" error message.
- S5.** Scroll through the void reason drop down window and manually select “Formula Exchange” from the list.
- I6.** When a new food module is assigned on the *Food Package Assignment* screen before voiding the old module, the newly added food module will be deleted. This is especially true when the old module is from before conversion. For example:
- You open a client with July and August food packages already printed and the default new package assigned from September to the end of their cert.
  - You mark the client “Special” and assign something in module C.
  - You save.
  - You then void the August food package.
  - When you return to the *FPA* screen the previously saved food modules are gone.
- S6.** If you need to void packages printed before August, do the void procedure first, then proceed to the *FPA* screen.

## Family Summary Screen

- I7.** You get an error message on the *Family Summary Screen (FSS)* – “Unable to determine benefit date.” This can occur when you void a printed food package, add a new row on the *FPA*, save, and go to the *FSS*.
- S7.** Click “OK” on this error message and the next two pop-ups, and you should return to the *FSS* and can send the new food package to the print queue.
- I8.** You get a “System Error” message when exiting out of the *FSS* using the blue door. May happen when exiting out of other screens as well.
- S8.** Click “OK” on this error message and you should be allowed to continue.



## Category Change

- I9.** Fixing a mom/baby category mismatch: when you change the mom’s category on the *Enrollment* screen and save, you get the pop-up message “Because of the category change, you must go to the *FPA* screen to assign and save new food modules. Would you like to go to the *FPA* screen now?” If you click “Yes” and select “Certification, Woman,” when you get to the certification screens you may get an error message that says “No appropriate client certification found,” and the certification information may appear to be missing or deleted.
- S9.** Go back out of the certification screens to *Enrollment*, and then Fast Path to “Certification, Woman” – the certification information should be restored.

## Food Package Assignment Screen

- I10.** Sometimes a partial package is forecast for a full month when the previous month has a partial package. For example, a child has a partial package for August – September is forecast with a partial package, but October and future months are forecast with full packages.
- S10.** Manually select the appropriate full package.

