

MEMORANDUM

ACTION MEMO # 13-06

TO: District Health Directors
District Administrators
District Program Managers
District Nutrition Services Directors

FROM: Debra L Keyes, MA, RD 
Director
Georgia WIC Program

DATE: February 28, 2013

RE: Batching Procedures

Daily batching is a requirement for all clinics performing WIC services. Clinics must batch and transmit ETAD and/or voucher issuance files to the Computer Science Corporation, (CSC) everyday there is clinic activity for the WIC program. Once the batch information is received by CSC, an email notification will be sent to the Health Districts when an error occurs in the batch. Clinics must also review the batch rejection and acceptance notices in GWISnet on a daily basis. Failure to correct the errors in batching will result in financial penalties.

To receive email notification from CSC, the district/clinic must be set up with email notification for batching errors with CSC. Each district must be able to receive notification.

Below is the definition and procedures for batching:

- Batching is the electronic process used to transmit ETAD and voucher information to the ADP contractor. The batching itself occurs on the front-end system side, where the MA (ETAD) and MV (voucher) files are built. The vouchers and ETADS are then staged in the EZComm Upsend folder where the user then clicks "Send" to the File Transfer Protocol (FTP), the encrypted zip file containing the MA and MV batches to the Automated Data Processing (ADP) contractor
- If the FTP failed connection entirely, the user will receive an "On Screen error" from EZComm that a connection issue occurred. The user must receive "OK" in order to move forward
- Batching must be performed every day the clinic has WIC activity. Follow your front-end system procedures to complete the batching process



How will this work?

- An e-mail will be sent to the Health Districts to identify which clinic made an error in Batching
- The Staff at the Health Districts must contact the clinic within 24 hours in regards to correcting the errors
- The Health Districts/local agencies will be given a warning for failure to correct the errors within 48 hours.
- If a Health District/local agency fails to correct batching errors three times, a financial penalty may be deducted in the future

Please ensure clinic and/or district office staff follows the steps below to review the batch rejection and acceptance notices in GWISnet for each of your clinics on a daily basis:

1. Select Internet Explorer
2. GWISnet is located at: <http://www.gwisnet.com>
3. At the sign in screen enter your login and password
4. Select "Clinic Feedback"
5. Select "Batch Rejection Notice"
6. Enter date you wish to view (this will usually be the most recent date)
7. At "Clinic" select <All> or a particular clinic number
8. Click on "Search"
9. Note any batch rejections for your D/U
10. Go to "Clinic Feedback", select "Batch Acceptance Notice"
11. Repeat steps 6 – 8
12. Note any missing clinics
13. Confirm if any missing clinics were not scheduled to be open that day
14. For clinics that should have had a batch listed (either under acceptance or rejection) but did not, notify that clinic to ensure they batch and send at the end of the day.
15. Notify the State WIC Office of any clinics that were scheduled for activity but did not see clients along with the reasons. (Closed for staff meeting; Emergency closing; etc.)

If any staff needs a login, or has forgotten their password, please contact Mary Sherman via e-mail at masherman@dhr.state.ga.us, cc: Astride Ainsley (aaainsley@dhr.state.ga.us).

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State office staff will monitor batching procedures using the same procedures listed above (Batch Acknowledgement/ Rejection Report) and noting clinics with no batching record. If a clinic fails to batch and has no legitimate reasons for doing so, the Systems Unit staff will look for a larger than usual number of records in the next batch. If it appears the batching was not done, a notice will be sent via e-mail to the Nutrition Services Director and clinic supervisor.

In the 2013 Procedures Manual, a performance measure was placed in the State Annex addressing Batch Control errors. Please disregard that performance measure this fiscal year.

If you have any questions, please contact Astride Ainsley or Sonia Jackson at (404) 657-2900.

c: Lynn A. Flen - WIC Deputy Director, Policy
Sonia Jackson - Program Director
Astride Ainsley, MPH - WIC Systems Acting Director
WIC Managers