Georgia WIC Computer Systems
ISSUES and PROBLEMS

Date submitted:	Date problem discovered:	
Front End System:	District:	Clinic:
Name of person reporting issue:	Position:	
Telephone number:	Email:	
Name of person experiencing issue:	Position:	
Telephone number:	Email:	

Directions: Check the box next to selections and email to astride.ainsley@dph.ga.gov and fax to Astride Ainsley at(404) 657-2910.

Severity of problem (select one)	**Error /Problem type:** (select one and describe below)	
☐ Extremely critical	☐ VMARS Error Message	☐ System down / System failure
☐ Critical	☐ Loss of Connectivity (Internet)	☐ System Slow
☐ Major	☐ User Error(describe below)	☐ Termination/Term Reversal
☐ Average	☐ Computer virus (type)	☐ Voucher serial numbers duplicated; multiple copies printed ( ) times
☐ Minor	☐ Food Pkg Code/Voucher Code	☐ Voided voucher numbers (list)
	☐ Incorrect info. / Update needed	☐ Vouchers did not print
Farmer's Market Helpdesk Ticket #	☐ Printer Problem	☐ Print Queue Problem
	☐ Software Conversion/Version change	☐ **Other** (Describe below)

Describe the issue and proposed solution (include voucher numbers if applicable):

Did staff report this issue to anyone? Yes ☐   No ☐

If yes, provide name and telephone number: Name: _____   Number: _____

Status since report (check one): Resolved ☐   Unresolved ☐   Pending ☐

Computer report potentially affected (e.g. CUR) Yes ☐   No ☐

Reason for reporting to state WIC Office (check one): FYI only ☐   Take Action ☐