

Chapter 10: Vendor Management

Section 2: Farm Direct Nutrition Program (Farmers' Market)

Lesson: Using the Farmers' Market Administration Screen

Objectives:

Upon completion of this lesson the user will be able to:

- set the agency's maximum family benefit;
- verify the agency's (or clinic's) receipt of stock from the State at the start of the Farmers' Market season;
- void unissued Farmers' Market stock; and
- transfer stock between clinics or back to the State.

Oregon Policies:

☞ 1100 Farm Direct Nutrition Program: Local Program
Responsibilities

Overview:

Use the Farmers' Market Administration screen to help get your agency ready for the season: you will verify that your agency or clinic has received the coupon stock that the State indicates on your packing list. You will then use this screen to assign stock to the appropriate clinics in order for the stock to be available to issue. Also use this screen to void unissued coupon stock (e.g. stock that arrives damaged from the printer or stock that is stolen), and to set the agency's maximum family benefit. ("Family maximum" is the maximum dollar amount in Farmers' Market coupons that can be issued to a family with Farmers' Market-eligible members).

Instruction:

Using the Farmers' Market Administration Screen

The starting point for this section is:

Vendor Management ÷ Farmers' Market ÷ Administration

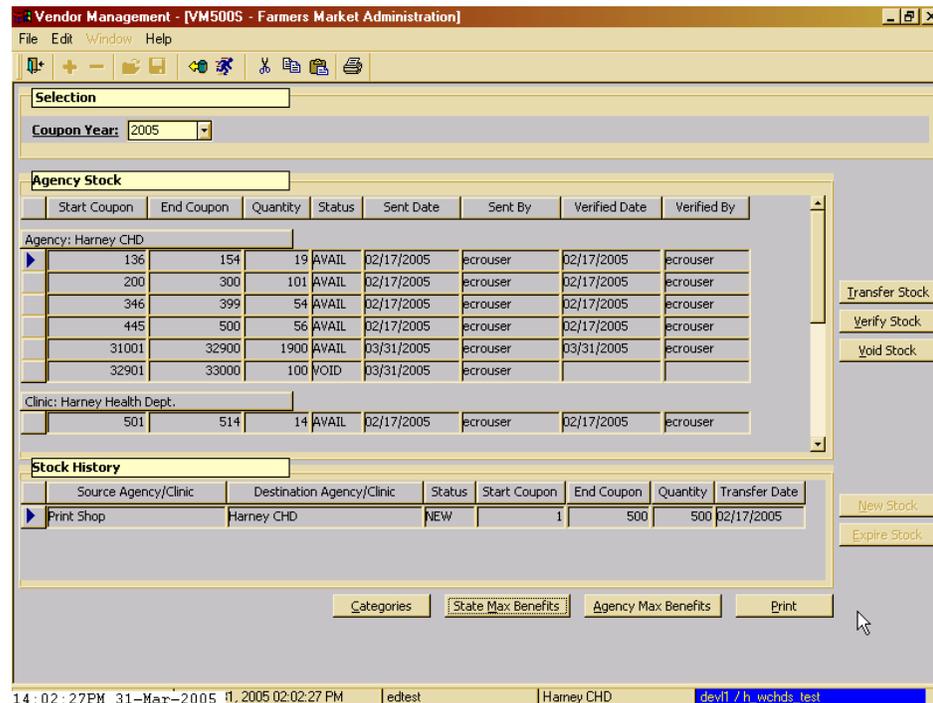


Figure 1: "FM Administration" Screen

The window is divided into three sections:

- The top part of the window is titled "**Selection.**" The Coupon Year defaults to the current year, but you could also choose from previous years if you want to see stock history from any particular year. For example, you may want to see how many coupons a certain clinic was allocated last year.
- The middle part of the window is titled "**Agency Stock**" and displays the location and status of the entire stock range assigned to a local agency. TWIST will display a row for every change in stock status which will include the following information:
 - "**Start Coupon**": The first number of the listed stock range.
 - "**End Coupon**": The last number of the listed stock range.
 - "**Quantity**": The amount of stock in the listed range.
 - "**Status**": The status of the listed stock range.
 - "**Transfer Date**": The date the listed stock range was transferred from the originating location to the agency/clinic listed.

- **“Transferred By”**: The staff ID of the person who completed the transfer.
- **“Verified Date”**: The date the listed stock range was verified as received by the agency/clinic listed.
- **“Verified By”**: The staff ID of the person who completed the receipt verification.
- The bottom part of the window is titled **“Stock History”** and provides additional detail for any row selected in **“Agency Stock.”** TWIST displays, in descending chronological order, the original distribution of the stock and stock that has been transferred to or voided at that particular location.
 - **“Source Agency/Clinic”**: The originating location of the listed stock range.
 - **“Destination Agency/Clinic”**: The ending location of the listed stock range.
 - **“Status”**: The status of the listed stock range.
 - **“Start Coupon”**: The first number of the listed stock range.
 - **“End Coupon”**: The last number of the listed stock range.
 - **“Quantity”**: The amount of stock in the range listed.
 - **“Transfer Date”**: The date the stock was transferred from the Source Agency/Clinic to the Destination Agency/Clinic.

(See Job Aid on **“Farmers’ Market Administration - Stock Statuses”** for more information.

+ NOTE: **“Categories,” “State Max Benefits,” “Transfer Stock,” “Verify Stock”** and **“Void Stock”** will be covered later in the lesson.

+ NOTE: **“New Stock”** and **“Expired Stock”** are State-only functions, so these buttons will be grayed-out to local agency users.

Verify Receipt of Stock from the State

The State will mail the assigned coupon stock and corresponding coupon registers either to the local agency or the clinic(s) specified by the local agency, and the State will record the ranges and their destination in TWIST.

The local agency and/or clinic(s) must then verify the receipt of the coupon stock physically and in TWIST.

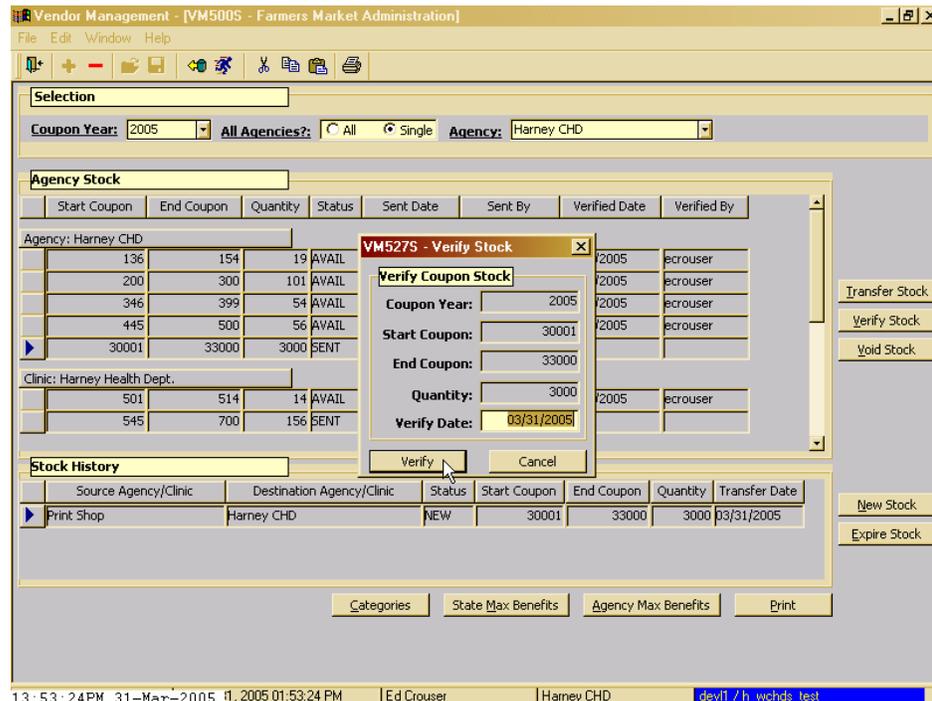


Figure 2: “Verify Stock” Pop-up

1. **Click on the row for which you are verifying receipt of stock under “Agency Stock.”**
2. **Click on “Verify Stock” button.**
 - **“Verify Date”** defaults to today’s date.
 - It is important before you complete the screen to physically verify that you have the stock indicated on the screen. If you do not for whatever reason, please contact the State Farmers’ Market Coordinator before proceeding.
3. **Click on “Verify.”**

Under **“Agency Stock”** for that particular range of stock TWIST captures the staff’s initials and changes the status of that range of stock from **“Sent”** to **“Available.”**

- “**Verified Date**” fields are updated for the stock range.
- “**Verified By**” is auto-filled with the staff ID.
- “**Status**” is updated from “**Sent**” to “**Available.**” (see Job Aid)

Void Stock

Use the Farmers’ Market Administration Screen to void stock that has not yet been issued to clients.

Example: Of 3,000 coupons that the State sent to the local agency, one hundred coupons numbered 32901-33000 arrive damaged.

1. Click on “**Void Stock**” button.

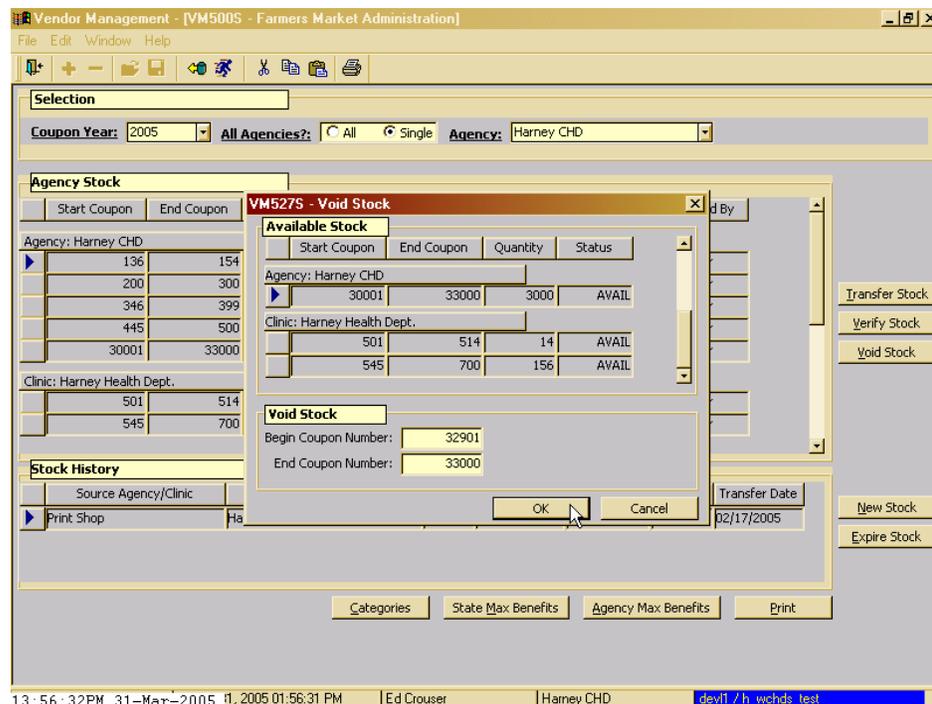


Figure 3: “Void Stock” Pop-up

- The “**Void Stock**” pop-up will display all rows under “**Available Stock.**”
2. Click on the row that includes the range of stock you need to void under “**Agency Stock.**”

3. **Enter Begin Coupon Number and End Coupon Number of the stock you need to void.**
4. **Click “OK.”**

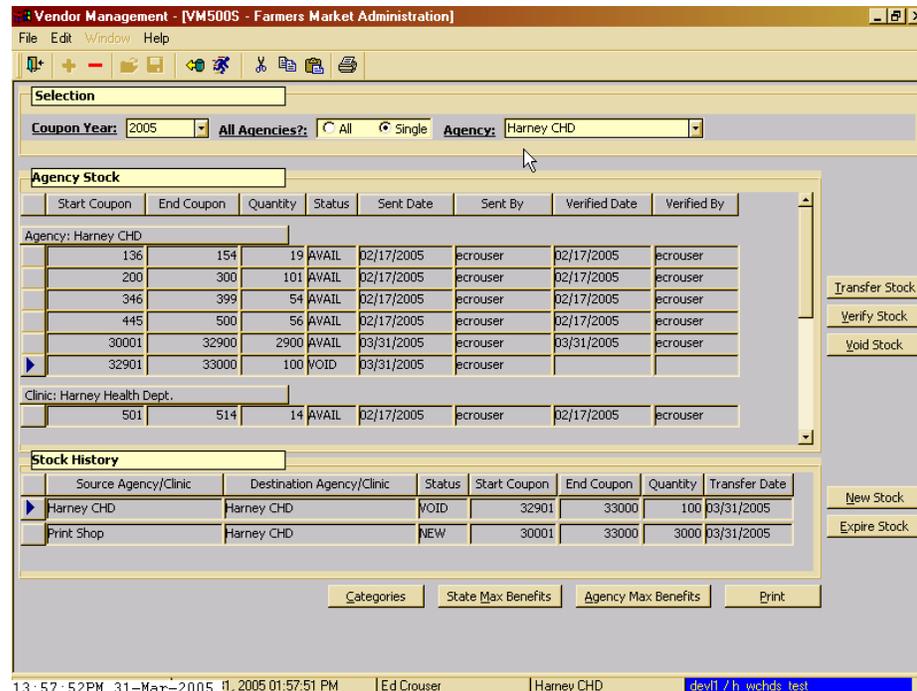


Figure 4: “FM Administration” Screen after Void

- Under “**Agency Stock**” the status of the stock is updated to indicate the voided stock.

Transfer Stock

Local agencies **MUST** transfer (i.e. distribute) stock to the clinic level in order for the stock to be available to issue, and will use the “Transfer Stock” function to do so. The clinic(s) must then verify their receipt of the stock from the local agency. Transfer of stock to another local agency is **NOT** an option. Local agencies also have the option to return unissued coupon stock back to the State for re-distribution, and will also use the “Transfer Stock” function to do so. See policy 8.0, “Unissued Coupons” in \sphericalangle 1100 Farm Direct Nutrition Program: Local Program Responsibilities.

Example: Transfer of 1,000 coupons from main agency to another clinic

within the agency.

1. **Click on “Transfer Stock” button.**

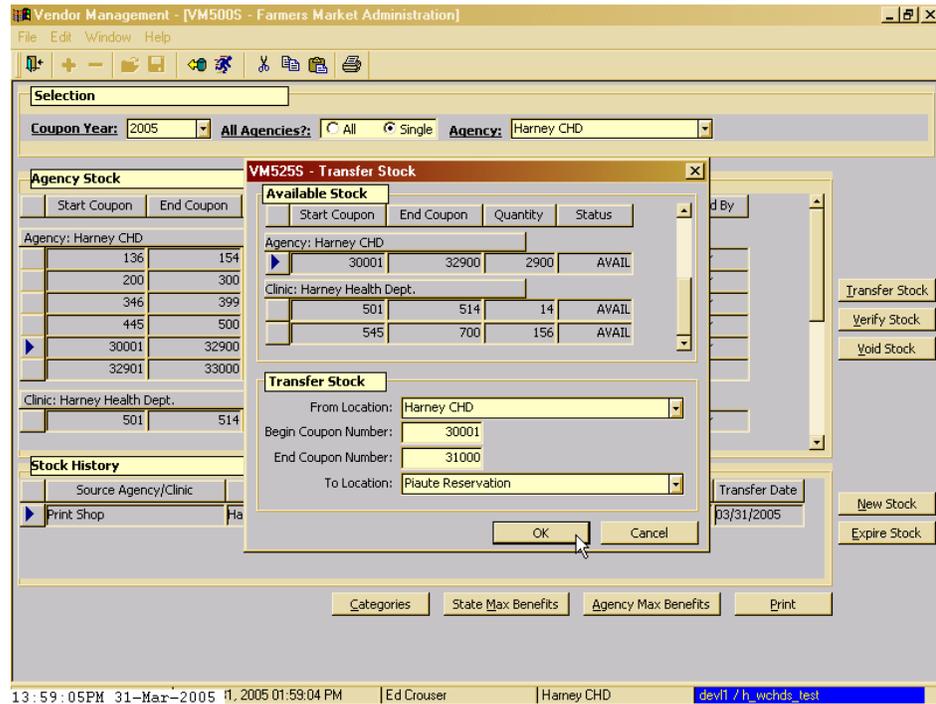


Figure 5: “Transfer Stock” Pop-up

2. **Click on the row that includes the range of stock you need to transfer under “Agency Stock.”**
3. **Select originating location of the stock from “From Location” drop-down menu.**
4. **Enter Begin Coupon Number and End Coupon Number of the range you need to transfer.**
5. **Select destination of the stock from “To Location” drop-down menu.**
6. **Click “OK.”**

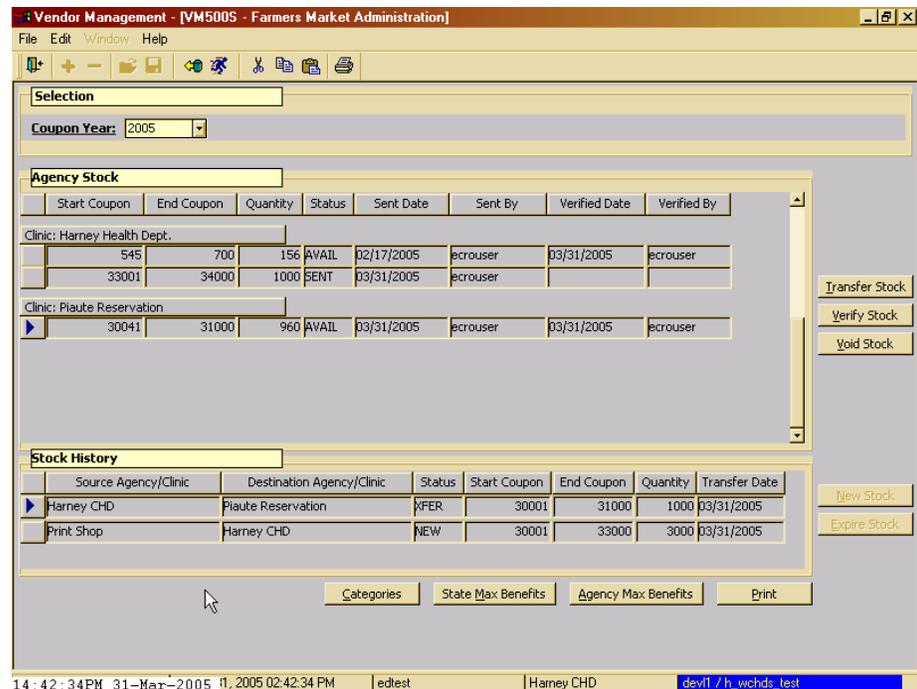


Figure 6: “FM Administration” Screen After Transfer

- Clinics that receive transferred stock must remember to verify the stock in order for the stock to be available to issue.
- Clinics will not be able to issue coupons from stock that is outside of their assigned range. If they try to do so, TWIST will generate a message that states “Coupon Outside of Clinic Range.” See Farmers’ Market Issuance Lesson for more detailed information on how to issue coupons.

Set Agency Maximum Family Benefit

The starting point for this section is:

Vendor Management ÷ Farmers’ Market ÷ Administration

Local agencies are required to enter into TWIST an agency maximum family benefit, which is the maximum dollar amount in Farm Direct coupons that can be issued to a family with FDNP-eligible members and is applied to all families. You have the option to set your agency’s own maximum family benefit as long as it does not exceed the maximum family benefit set by the State. Otherwise, you must enter the max benefit set by the State. The maximum is good for the current year only.

1. Click on “State Max Benefits” button to view the State maximum family benefit.

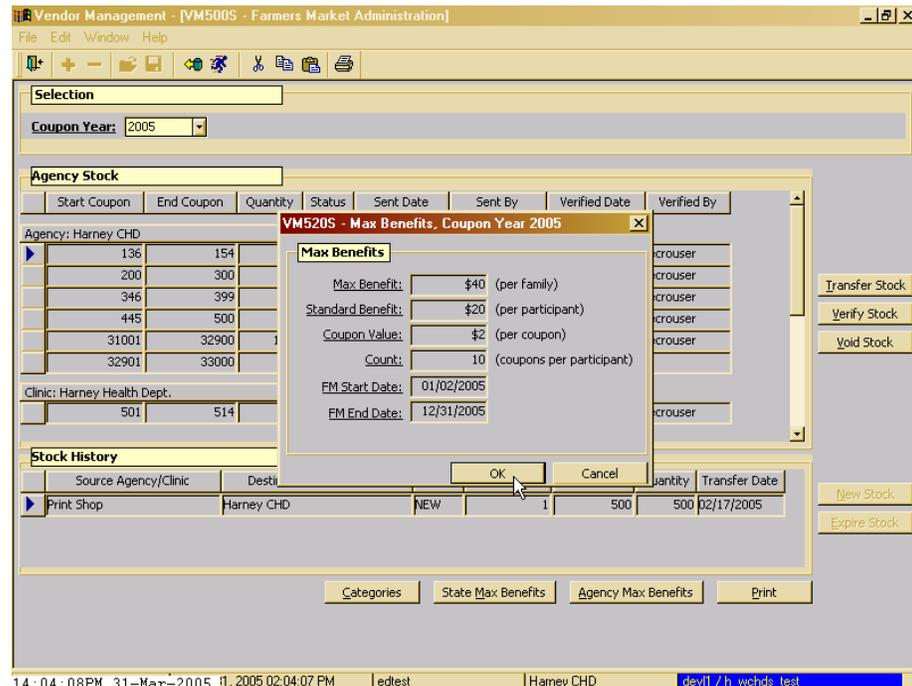


Figure 7: State “Max Benefits” Pop-up

- “**Max Benefit**” is the statewide maximum dollar amount in Farmers’ Market coupons that can be issued to a family with Farmers’ Market-eligible members.
 - “**Standard Benefit**” is the exact dollar amount in Farmers’ Market coupons that can be issued to each participant.
 - “**Coupon Value**” is the value of each Farmers’ Market coupon.
 - “**Count**” is the exact number of coupons that will be issued to each participant.
 - “**FM Start Date**” for the current Farmers’ Market year.
 - “**FM End Date**” for the current Farmers’ Market year.
2. Click “OK.”
 3. Click on “Agency Max Benefits” button.

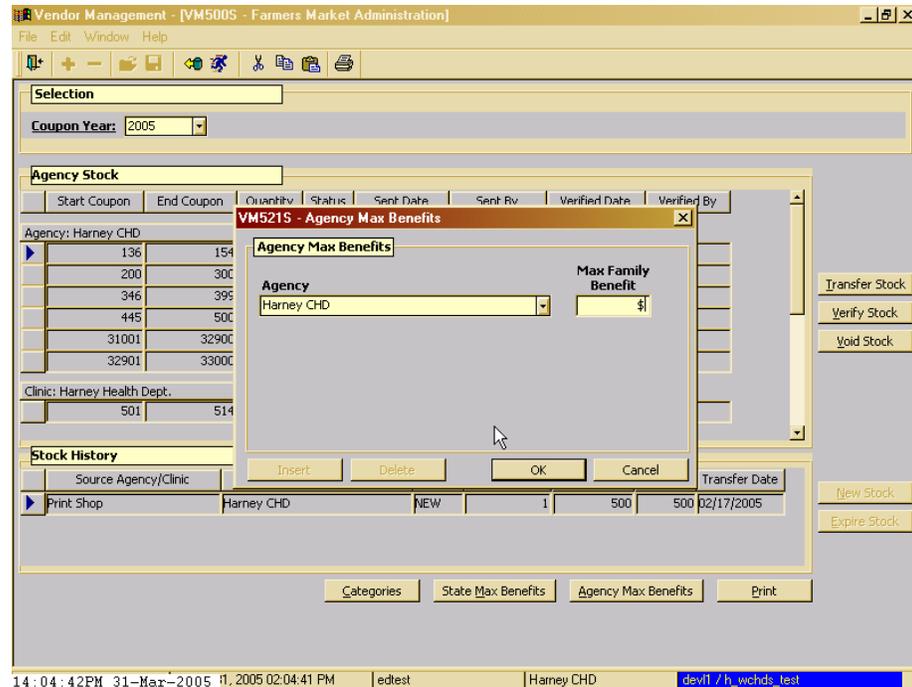


Figure 8: “Agency Max Benefits” Pop-up

4. Enter your Agency’s “Max Family Benefit” in increments that match the standard individual benefit amount (e.g. \$20, \$40, etc.)
5. Click “OK.”

***X* Tips and Shortcuts:**

- Use the **Print** button to generate a report that lists the “**Agency Stock**” information for the entire agency.
- Click on the **Categories** button to view the WIC categories that the State WIC office selected to be eligible to receive Farmers’ Market coupons.

***N* Notes:**

Chapter 10: Vendor Management

Section 2: Farm Direct Nutrition Program (Farmers' Market)

Lesson: Answering Questions

Objectives:

Upon completion of this lesson the user will be able to:

- Interpret the Farmers' Market Issuance screen to check a client's eligibility;
- Interpret the Family Issuance Details pop-up and answer questions related to a specific client and his/her family;
- Interpret the Farmers' Market Look-up screen and answer questions related to issued coupons.

Oregon Policies:

- ∅ 1100 Farm Direct Nutrition Program: Local Program Responsibilities

Overview:

Clients will have questions regarding their participation in the Farm Direct Nutrition Program that can range from whether or not they are eligible to participate to whether or not their family can receive more coupons. This lesson describes the different screens that can help answer clients' questions.

Instruction:

Checking a Client's Eligibility

The starting point for this section is:

Client Processes ÷ Farmers' Market ÷ Issuance

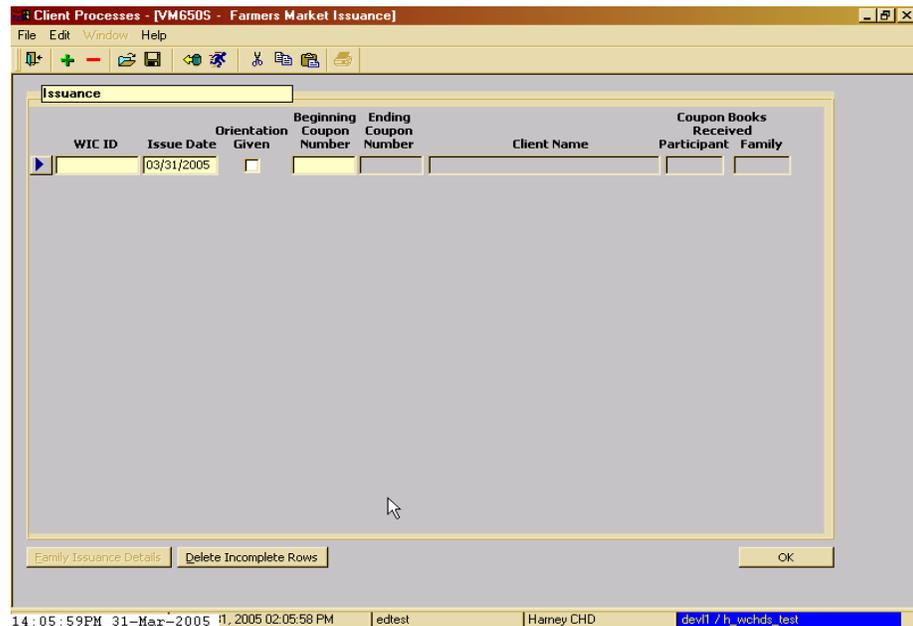


Figure 1: "Farmers' Market Issuance" Screen

1. **Enter the client's WIC ID number, or retrieve the client via Client Master.**
2. **Tab from the WIC ID field.**
If the client is ineligible you will receive an ineligibility message.

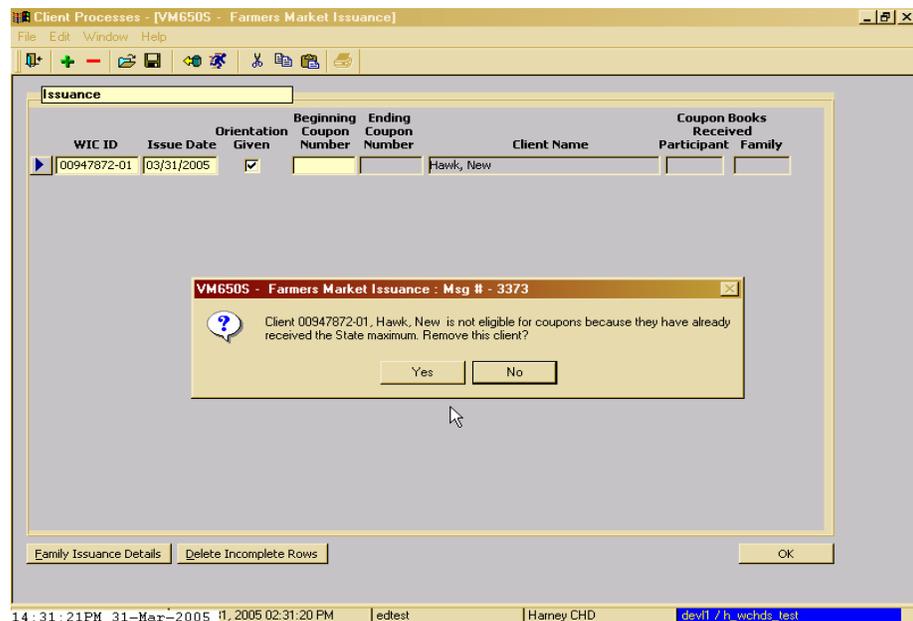


Figure 2: "Farmers' Market Issuance" Ineligibility Message

Using the Family Issuance Details Pop-Up

The Family Issuance Pop-up provides coupon issuance details about a specific client's family.

1. **Access the Farmers' Market Issuance screen via Group Education Classes, Enrollment & Intake, or Certification.**

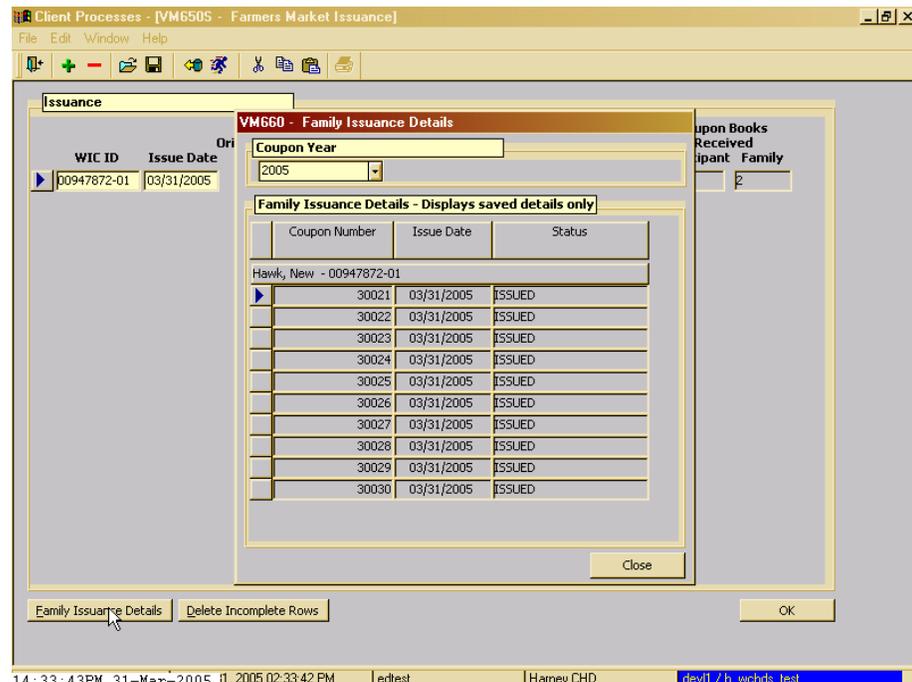


Figure 3: "Family Issuance Details" Pop-Up

2. **Retrieve a client by entering their WIC ID number or via Client Master (if the Farmers' Market Issuance screen is not already populated).**
3. **Select the row showing the client in question.**
4. **Click on "Family Issuance Details" button.**
 - The pop-up displays in numerical order the coupons issued to every member of the client's family, by family member, as well as the status of the coupon.
 - The pop-up defaults to information for the current year but you may select from previous years if needed.

- The pop-up displays only previously saved data. The **“Coupon Books Received”** columns for a specific client on the Farmers’ Market Issuance Screen may not match the information captured in the Family Issuance Details pop-up since those columns also reflect what you are about to issue.

5. Click on **“Close.”**

Using the View Client Status Screen

The starting point for this section is:

Client Processes ÷ Lookup ÷ View Client Status

You can also access the **“Family Issuance Details”** screen via the **“View Client Status”** screen.

1. Retrieve the client in question.
 2. Click on **“Farmers’ Market”** button.
- The **“Family Issuance Details”** pop-up is displayed.

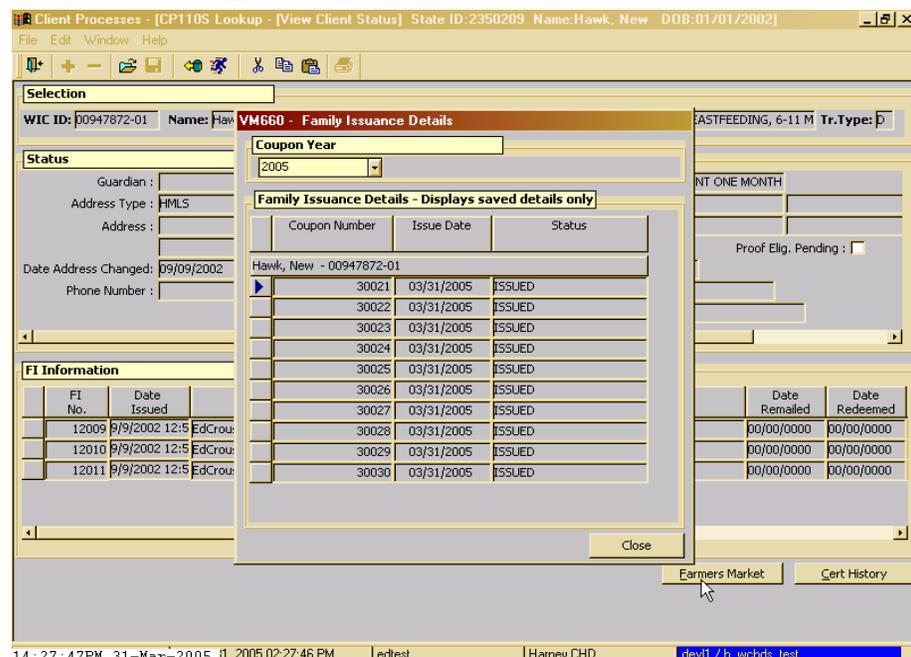


Figure 4: “Family Issuance Details” Pop-Up from View Client Status Screen

3. Click on **“Close.”**

Using the Farmers' Market Look-Up Screen

The starting point for this section is:

Vendor Management ÷ Farmers' Market ÷ Look-up

Coupon Number	WIC ID	Issue Date	Status	Redemption Dt	Farmer	Received Dt	Agency
30021	00947872-01	03/31/2005	ISSUED				Plaute Re
30022	00947872-01	03/31/2005	ISSUED				Plaute Re
30023	00947872-01	03/31/2005	ISSUED				Plaute Re
30024	00947872-01	03/31/2005	ISSUED				Plaute Re
30025	00947872-01	03/31/2005	ISSUED				Plaute Re
30026	00947872-01	03/31/2005	ISSUED				Plaute Re
30027	00947872-01	03/31/2005	ISSUED				Plaute Re
30028	00947872-01	03/31/2005	ISSUED				Plaute Re
30029	00947872-01	03/31/2005	ISSUED				Plaute Re
30030	00947872-01	03/31/2005	ISSUED				Plaute Re

Figure 5: "Farmers' Market Coupon" Look-up Screen

The window is divided into two sections:

- The top part of the window is titled "**Selection**" and offers numerous criteria to define your search:
 - "**Issued Date From**" and "**To**" for the coupon(s) in question
 - "**Redeemed Date From**" and "**To**" for the coupon(s) in question
 - "**Beginning**" and "**Ending Coupon No.**" for the coupon(s) in question
 - "**Coupon Year**" (defaults to current year but you may choose previous years if needed.)
 - "**Farmer**" who redeemed the coupon(s) in question
 - "**Family**" # of the client who was issued the coupons in question (include leading zeroes but do not enter two-digit participant number)
 - "**Agency**" that issued the coupon(s) in question

- The bottom part of the window is titled **“Results”** and provides the following information:
 - **“Coupon Number”** (the serial number of the coupon)
 - **“WIC ID”** of the client who was issued the coupon
 - **“Issue Date”** of the coupon to the client
 - **“Status”** of the coupon
 - **“Redemption Date”** (the bank paid date)
 - **“Farmer”** who accepted the coupon
 - **“Received Date”** (the TWIST process date which is usually the same as the Redemption Date)
 - **“Agency”** that issued the coupon
 - **“Category”** of the client when the coupon was issued

1. **Enter selection criteria in the “Selection” section.**
2. **Click “Retrieve.”**

This screen will display information related to coupons that have already been issued.

+ NOTE: The **“Farmers’ Market Look-up”** screen is not available on the laptop.

N Notes:

Chapter 10: Vendor Management

Section 1: Farm Direct Nutrition Program (Farmers' Market)

Lesson: Using the Coupon Maintenance Screen

Objectives:

Upon completion of this lesson the user will be able to:

- change issuance data for a specific range of coupons;
- void coupons that have already been issued; and
- enter issuance data for coupons that have already been redeemed.

Oregon Policies:

- ◆ 1100 Farm Direct Nutrition Program: Local Program Responsibilities

Overview:

There will be occasions when you must correct or add data related to coupons that have already been issued to a client. Use the Coupon Maintenance screen to change specific issuance data, void issued coupons and enter issuance data for coupons that have already been redeemed (i.e. resolve “missing issuances”).

Instruction:

Using the Coupon Maintenance Screen

The starting point for this lesson is:

Vendor Management ⇒ Farmers' Market ⇒ Coupon Maintenance

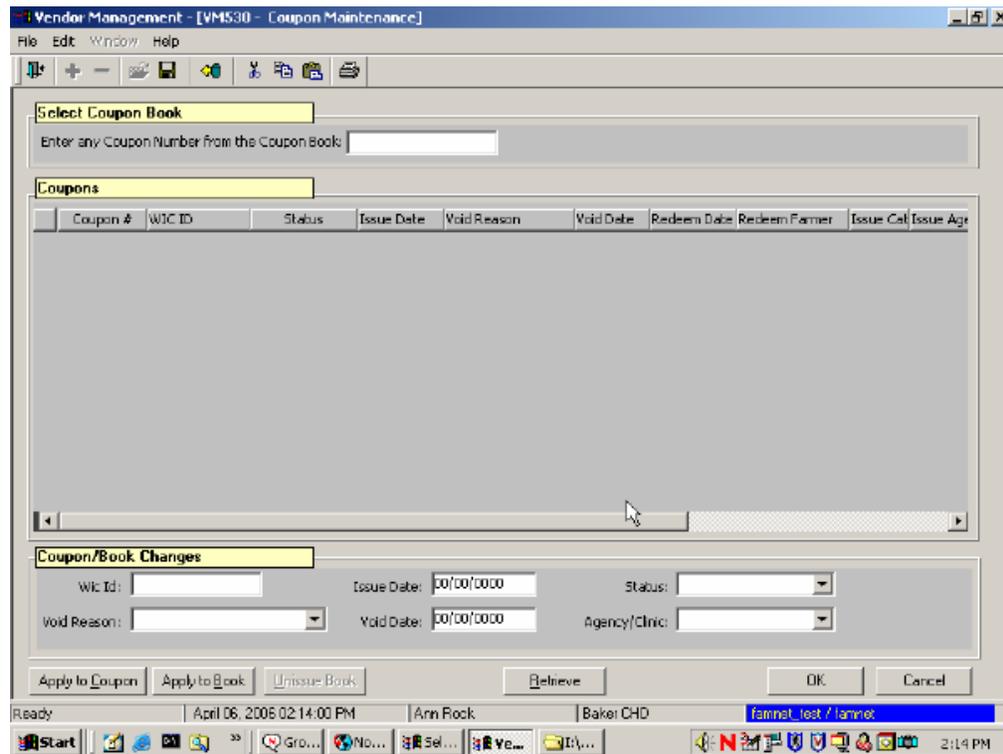


Figure 1: “Coupon Maintenance” Screen

The window is divided into three sections:

- The top part of the window is titled “**Select Coupon Book.**” TWIST will display data related to the range of ten coupons that includes the coupon number entered by the user in this section.
- The middle part of the window is titled “**Coupons**” and displays issuance and redemption data related to the range of ten coupons that includes the coupon number entered by the user in the “**Select Coupon Book**” section:
 - “**Coupon #**”: The number of the coupon(s).
 - “**WIC ID**”: of the client who was issued the coupons.
 - “**Status**”: The status of each coupon.
 - “**Issue Date**”: The date the coupon was issued.
 - “**Void Reason**”: The reason the coupon was voided.
 - “**Void Date**”: The date the coupon was voided.
 - “**Redeem Date**”: The date the bank cashed the coupon.
 - “**Redeem Farmer**”: Name of the farmer who accepted the coupon.
 - “**Issue Cat**”: The category of the client when the coupon was issued.
 - “**Issue Agency**”: The name of the agency that issued the coupon.
 - “**Not Eligible Reason**”: The reason the client was not eligible to receive coupons.

- The bottom part of the window is titled “**Coupon/Book Changes**” and features the following update options that the user may apply to any of the coupons listed in the “**Coupons**” section:
 - “**WIC ID**”
 - “**Issue Date**”
 - “**Status**”
 - “**Void Reason**”
 - “**Void Date**”
 - “**Agency/Clinic**” that issued the coupon.

♪ NOTE: “**Apply to Coupon**” and “**Apply to Book**” will be covered later in the lesson.

♪ NOTE: “**Unissue Book**” is a State-only function, so this button will be unavailable to local agency users. Contact Application Support if you accidentally enter issuance data for a book of Farmers’ Market coupons that you have not yet actually issued.

Changing Issuance Data

Use the Coupon Maintenance screen to correct the WIC ID number of the client who received the coupons, to change the issue date or status of the coupons, or to change the agency or clinic that actually issued the coupons.

1. **Enter a coupon number in the “Select Coupon Book” field and click “Retrieve.”**
 - TWIST will populate the “**Coupons**” section with issuance and redemption data (if redeemed) related to all ten coupons in the range that includes the coupon number entered in the “**Select Coupon Book**” section.

Select Coupon Book

Enter any Coupon Number from the Coupon Book:

Coupons

Coupon #	WIC ID	Status	Issue Date	Void Reason	Void Date	Redeem Date	Redeem Farmer	Issue Cat	Issue Age
5501	00851617-02	ISSUED	04/03/2006		00/00/0000	00/00/0000		C1	Baker CHI
5502	00851617-02	ISSUED	04/03/2006		00/00/0000	00/00/0000		C1	Baker CHI
5503	00851617-02	ISSUED	04/03/2006		00/00/0000	00/00/0000		C1	Baker CHI
5504	00851617-02	ISSUED	04/03/2006		00/00/0000	00/00/0000		C1	Baker CHI
5505	00851617-02	ISSUED	04/03/2006		00/00/0000	00/00/0000		C1	Baker CHI
5506	00851617-02	ISSUED	04/03/2006		00/00/0000	00/00/0000		C1	Baker CHI
5507	00851617-02	ISSUED	04/03/2006		00/00/0000	00/00/0000		C1	Baker CHI
5508	00851617-02	ISSUED	04/03/2006		00/00/0000	00/00/0000		C1	Baker CHI
5509	00851617-02	ISSUED	04/03/2006		00/00/0000	00/00/0000		C1	Baker CHI
5510	00851617-02	ISSUED	04/03/2006		00/00/0000	00/00/0000		C1	Baker CHI

Coupon/Book Changes

Wic Id: Issue Date: Status:

Void Reason: Void Date: Agency/Clinic:

Apply to Coupon Apply to Book Unissue Book Retrieve OK Cancel

Figure 2: Completed “Coupon Maintenance” Screen

2. **Enter the WIC ID, Issue Date, Coupon Status or agency/clinic you want to change in the “Coupon/Book” Changes section.**

♪ NOTE: The status of a coupon cannot be changed to “Redeemed.”

♪ NOTE: The “**Void Reason**” and “**Void Date**” fields will be covered later in the lesson.

3. **Click on “Apply to Book” to apply changes to all the coupons in the range.**
 - Changes to issuance data must apply to all coupons in a range (or book) because coupons are issued on a per-book basis.
 - The appropriate fields are updated in the “Coupons” section.
4. **Click “OK.”**

Voiding Issued Coupons

Use the Coupon Maintenance screen to void checks that have already been issued to a client.

1. **Enter a coupon number in the “Select Coupon Book” section and click “Retrieve.”**

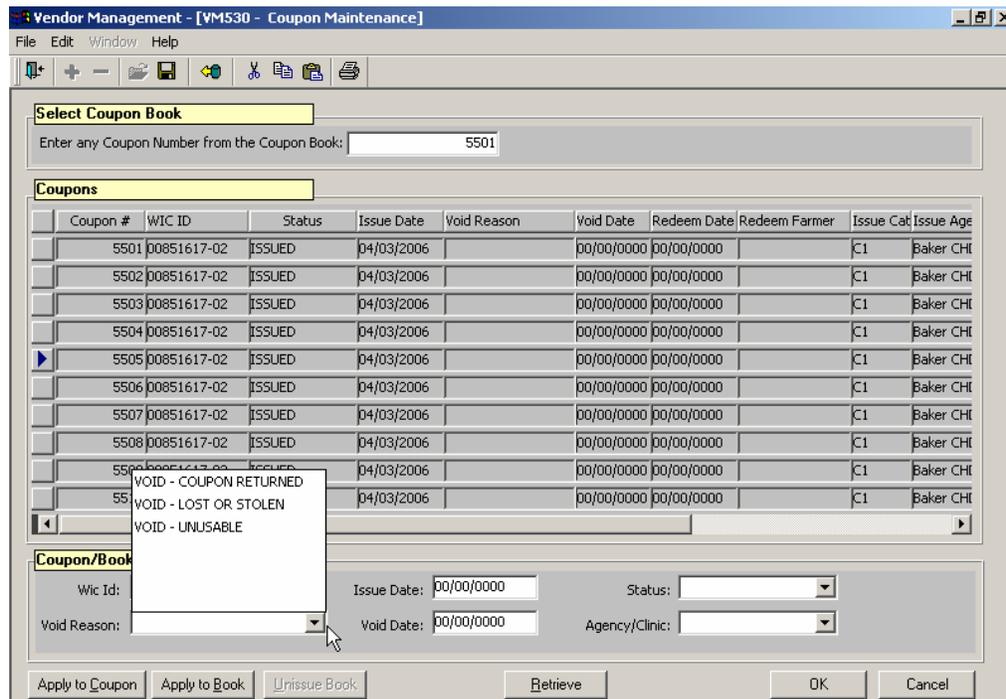


Figure 3: Voiding Coupons in “Coupon Maintenance” Screen

2. **Click on the “Void Reason” field in the “Coupon/Book” Changes section.**
 - Select “VOID – UNUSABLE” if a client returns a coupon that is damaged. (You may not replace the coupon.)
 - Select “VOID – COUPON RETURNED” if a client returns a coupon for any reason other than because it is damaged. (You may not reissue the coupon.)
 - Select “VOID – LOST OR STOLEN” if a client reports an issued coupon as lost or stolen. (You may not reissue the coupon if it is returned.)

3. **Fill in the “Void Date” field of the “Coupon/Book Changes section.”**
 - TWIST will prompt you to enter a date if you have not already done so.

4. **Click on “Apply to Coupon” if you want the change(s) to apply to the coupon highlighted by the row indicator, or click on “Apply to Book” if you want the change(s) to apply to all the coupons in the range.**
 - If the changes do not apply to the entire book, you will need to repeat this step for every coupon that needs changes.
 - The appropriate fields are updated in the “Coupons” section.
 - The status for voided Farmers’ Market coupons will be displayed as “VOIDED” everywhere in the system, except for redeemed coupons that you void in this screen as lost or stolen, which will continue to show the status of “REDEEMED.”

♪ NOTE: Use the “Apply to Coupon” function only when voiding issued coupons.

Select Coupon Book

Enter any Coupon Number from the Coupon Book:

Coupons

Coupon #	WIC ID	Status	Issue Date	Void Reason	Void Date	Redeem Date	Redeem Farmer	Issue Cat	Issue Age
5501	00501122-03	VOIDED	04/05/2006	VOID - COUPON RETI	04/07/2006	00/00/0000		C1	Baker CHI
5502	00501122-03	VOIDED	04/05/2006	VOID - COUPON RETI	04/07/2006	00/00/0000		C1	Baker CHI
5503	00501122-03	VOIDED	04/05/2006	VOID - COUPON RETI	04/07/2006	00/00/0000		C1	Baker CHI
5504	00501122-03	VOIDED	04/05/2006	VOID - COUPON RETI	04/07/2006	00/00/0000		C1	Baker CHI
5505	00501122-03	VOIDED	04/05/2006	VOID - COUPON RETI	04/07/2006	00/00/0000		C1	Baker CHI
5506	00501122-03	VOIDED	04/05/2006	VOID - COUPON RETI	04/07/2006	00/00/0000		C1	Baker CHI
5507	00501122-03	VOIDED	04/05/2006	VOID - COUPON RETI	04/07/2006	00/00/0000		C1	Baker CHI
5508	00501122-03	VOIDED	04/05/2006	VOID - COUPON RETI	04/07/2006	00/00/0000		C1	Baker CHI
5509	00501122-03	VOIDED	04/05/2006	VOID - COUPON RETI	04/07/2006	00/00/0000		C1	Baker CHI
5510	00501122-03	VOIDED	04/05/2006	VOID - COUPON RETI	04/07/2006	00/00/0000		C1	Baker CHI

Coupon/Book Changes

Wic Id: Issue Date: Status:

Void Reason: Void Date: Agency/Clinic:

Apply to Coupon

Figure 4: “Coupon Maintenance” Screen after Void

5. **Click “OK.”**

Entering Issuance Data for Already-Redeemed Coupons

Sometimes coupons are processed by the banking system as “redeemed” before issuance data can be entered in TWIST. The user will learn of this when attempting to enter issuance data for these coupons in the Farmers’ Market Issuance screen. TWIST will prompt the user with the following message: *“This*

range includes redeemed coupons. Complete all other issuances and proceed to the ‘Coupon Maintenance’ screen.” When done entering any remaining issuances it will then be necessary for local staff to exit the FM Issuance screen and go to the Coupon Maintenance screen to correct coupons with missing issuance data.

Example: User attempts to enter issuance data for coupon range 5631-5640 but receives TWIST message that the range includes redeemed coupons.

The starting point for this section is:

Vendor Management ⇒ Farmers’ Market ⇒ Coupon Maintenance

1. **Enter a coupon number from the range in “Select Coupon Book” section and click “Retrieve.”**

Figure 5: “Coupon Maintenance” Screen Missing Issuance Data

2. **Enter the “WIC ID,” “Issue Date” and “Agency/Clinic” in the “Coupon/Book” Changes section.**

♪ NOTE: Once it is “Redeemed” the user cannot change the status of a coupon.

3. Click “Apply to Book” to apply entries to all the coupons in the range.

Select Coupon Book

Enter any Coupon Number from the Coupon Book:

Coupons

Coupon #	WIC ID	Status	Issue Date	Void Reason	Void Date	Redeem Date	Redeem Farmer	Issue Cat	Issue Age
5631	00290068-06	REDEEMED	04/04/2006		00/00/0000	04/05/2006	DAVID'S SPECIALT		
5632	00290068-06	REDEEMED	04/04/2006		00/00/0000	04/05/2006	DAVID'S SPECIALT		
5633	00290068-06	REDEEMED	04/04/2006		00/00/0000	04/05/2006	DAVID'S SPECIALT		
5634	00290068-06	REDEEMED	04/04/2006		00/00/0000	04/05/2006	DAVID'S SPECIALT		
5635	00290068-06	REDEEMED	04/04/2006		00/00/0000	04/05/2006	DAVID'S SPECIALT		
5636	00290068-06	REDEEMED	04/04/2006		00/00/0000	04/05/2006	DAVID'S SPECIALT		
5637	00290068-06	REDEEMED	04/04/2006		00/00/0000	04/05/2006	DAVID'S SPECIALT		
5638	00290068-06	REDEEMED	04/04/2006		00/00/0000	04/05/2006	DAVID'S SPECIALT		
5639	00290068-06	REDEEMED	04/04/2006		00/00/0000	04/05/2006	DAVID'S SPECIALT		
5640	00290068-06	REDEEMED	04/04/2006		00/00/0000	04/05/2006	DAVID'S SPECIALT		

Coupon/Book Changes

Wic Id: Issue Date: Status:

Void Reason: Void Date: Agency/Clinic:

Apply to Coupon Unissue Book

Figure 6: “Coupon Maintenance” screen with added issuance data

- Changes to issuance data must apply to all coupons in a range (or book) because coupons are issued on a per-book basis.
 - The appropriate fields are updated in the “Coupons” section.
4. Click “OK.”

✂ Tips and Shortcuts:

- When exiting the screen through the “blue door” icon TWIST will prompt you with a “Do you want to save?” message.

📝 Notes: