

Release 2.16
Issues reported to the MOWINS Help Desk
800-554-2544

This list is not all inclusive of all defects and/or issues reported in MOWINS. We will keep this document as up to date as possible.

NOTE: To avoid getting error messages, we recommend any time you log on to MOWINS, please right click the “W” and do the Reset and then Update. This must be done BEFORE opening any folders. This “forces” the system to update the data completely. You must ALWAYS do the RESET first!

If your error message still happens after you have done the Reset/Update, then call the Help Desk. We will need to know what the error message says at the top of the message screen and do NOT need the Reference number.

Problem: FDTU one day after LDTU: This is an extra set because of late issuance and cycle adjust. Shows in issue benefits window as FDTU one day before LDTU. Shows on signature pad and prints out as a duplicate set of benefits - same as month prior.

Fix: Call the Help Desk before printing. We can sometimes help to avoid this set printing. However, if you print before calling, then you should print the checks, but void this set of benefits. Reported as issue TOS-55. Will be fixed in release 2.17.

Problem: Two (2) sets of checks printed for one (1) month.

FIX: Void one set and do not give them that set.

Problem: Record termed for missing proof, cannot reinstate to print benefits (checks): This could happen if a record is terminated for a missing proof and the proof is entered into the folder before the record is reinstated. Issue is being investigated.

Fix: Manually terminate the participant with reason of "participant requested termination" and uncheck generate official notice then close the folder. Open the folder and then you should be able to reinstate and print benefits.

Problem: Can't enter a default food package or can't add a food item to food package

FIX: Close any folders you have open. Right click the “W” and do the Reset first then when that is done, right click the “W” again and do the Update.

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- Problem:** Soy milk for children not asking for medical documentation (with FP3 checked but will if no FP3 checked.)
FIX: Being investigated. Make a note of the medical information in the folder and make sure the WIC-27 gets scanned into the folder. Also, put an Alert in folder to remind them on (date) a new WIC-27 will need to be entered.
- Problem:** System doesn't automatically add the 6 month future food prescription on FBF infants when doing a cert.
FIX: Investigating. Manually add the 6 month food prescription in.
- Problem:** FBF 5 month old infant can't issue check.
FIX: Make sure there is a food package in there for the infant's 6 month birthday. May need to assign a 6 month risk factor and/or print mom's checks first.
- Problem:** Cert History Tab-Timeout Expired. (Not happening in every record)
FIX: Investigating. Currently Cert History Tab not working.
- Problem:** Checks with start date matching last set print date if a set is skipped.
FIX: Call the WIC Help Desk.
- Problem:** Reason BF stopped disappearing on child. (Happening in CGS - SUG-1709)
FIX: Have them close the folder and enter it again or call the WIC Help Desk.
- Problem:** VENA-Violation of PRIMARY KEY Constraint, Cannot insert duplicate key in object. **This happens when VENA is entered in tab, not in CGS.**
FIX: Call the WIC Help Desk.
- Problem:** Income not showing up in folder after entering it
FIX: Open folder of another household member that the error message did NOT occur on. Go into the CGS or Income Tab and click on Demographics and click on the income calculator and then click next to the HH size number and click ok. Then the income appears in the person's folder that got the message.
- Problem:** "Object reference not set to an instance of an object," error message. **This issue happens when adding a food item, issuing checks, Health information tab, trying to add an Alert. Occurs at different times, is still being investigated.**
FIX: Close any folders you have open. Right click the "W" and do the Reset first then when that is done, right click the "W" again and do the Update. If you still have this error message, then log off MOWINS and log back on and do the Reset/Update.

- Problem:** Signature distorted on agency Save Signature Screen
FIX: Investigating.
- Problem:** If when viewing Issue Benefits and a participant is marked as Bi/Tri monthly and a change is made to the frequency before printing the benefits, then when going back to the Issue Benefits screen the Bi/Tri will still be showing.
FIX: Be sure to uncheck those benefits that you do not want to print.
- Problem:** SOAP notes populate with CDC growth chart data, should be WHO chart data.
Fix: Reported as JIRA issue TOS-126. Will be fixed in a later release. Document in the charts when necessary.
- Problem:** Error: WICSessionManager.exe has encountered a problem and needs to close. When clicking on close, MOWINS closes down.
Fix: Do NOT send report to Microsoft if asked if you want to. Make sure all folders are closed and MOWINS is logged off completely (the "W" has completely disappeared). Log back in and do the Reset and Update. Issue is being investigated.
- Problem:** Appointment scheduler showing all yellow in clinic when it shouldn't. It shows correctly in the calendar build window in CAS.
Fix: Reported as issue TOS-127. No work around. Defect will be fixed in a later release.

FYI from Release 2.16

- ✓ After selecting a set of benefits as Lost/Stolen, when viewing Show Details it will show benefits as Issued instead of Lost/Stolen.
- ✓ When doing the Certification Guided Script for a recertification for any participant, any risk factors that carry over from previous cert must be reassessed i.e. diabetes, hypertension, pre-hyper-tension etc.
- ✓ Checks for February and/or March have overlapping dates. *Example: Client is set to a Tri-Monthly issuance. System wants to issue client a full set of checks dated 1/1/2013 – 1/31/2013, a set for 2/1/2013 – 3/2/2013, and a set for 3/1/2013 – 3/31/2013. The second and third sets overlap by 2 days. Is it ok to give them these sets? Yes. The February and March checks have overlapping dates because February does not have 30 days. WIC is required by federal regulation to give 30 days to cash the checks. If you are unsure or are seeing something different when issuing checks, please call the MOWINS Help Desk.*

Items that have been fixed

- ✓ Soy milk issuance has remaining fractions
- ✓ Quantity of food items per checks
- ✓ PBF multiples food package (where both infants are PBF Greater than the Max.)
- ✓ FBF multiples beans-both 1.5 and show details says it distributes only 1 on both for all months.
- ✓ Child with FP3 milk products-max 28, allocated 16, remaining 12 (correct max when FP3 not checked.)
- ✓ Can't issue special formulas.
- ✓ Ability to over issue beans (can give 4 when should give 2.)
- ✓ Breast pump issuance problem. Error message "The item(s) cannot be issued because the quantity available is insufficient. Please contact the state office."
- ✓ 8th Continent Soy Milk: This food item is only listed as quarts and should be in 1/2 gallons. Any food prescriptions with the quart item must be changed before printing benefits. Add a new food prescription with the new 1/2 gallon item.
- ✓ Risk Factors:
 - RF 103: Description will be changed to match USDA (Underweight or At Risk of Underweight).
 - RF 113: Description will be changed to match USDA (Obese Children.....).
 - RF 114: Description will be changed to match USDA (Overweight or At Risk of Overweight).
 - RF 115 flagging as high risk.
 - RF 135 assigning incorrectly and as high risk for 3-5 year old: RF is assigning properly according to the risk factor setup in reference utility. This is not a defect.
 - RF 142 assigning incorrectly or not assigning at all. Also should be high risk for Children 1-2 years old (<37 wks).
 - RF 151: Does not apply to children 3-5 years of age. Should be inactivated.