

End of Day Processing

Presented by the
WIC Fielded Systems
IT Training Team

Objectives

We will discuss

- End of Day Processing (EOD) procedures
- End of Day indicators
- End of Day Processing Report
- Common issues

What is End of Day Processing (EOD)?

End of Day Processing is an exchange of data between the State, admin, and clinics.

End of Day Processing (EOD)

- Also called Nightly Processing
- Acronym (EOD)

General Information

EOD Processing

- Is required for all clinics and admins
- Occurs automatically about an hour after the end of your scheduled clinic work day
- Is manually processed by clinics served by portable systems
 - Some networks and standalones open a few days a week or couple days a month. These offices run a manual EOD prior to the start of clinic.

Basic Concepts/Transfer of Information

Data must go to the State first. Then State sends information to the admin or other clinic.

Transfer of Information

- FSTRANS, (separate from EOD), transfer clinics' data to the State **throughout** the day in approximately 30 minute intervals.
- The State also receives information from Admins throughout the day.

Transfer of Information

FSTRANS transfers

- Look up Tables
- Sites schedules
- New versions
- Inventory
- Issuance Data
- Available Replacement Benefits.

EOD transfers via VSAT

- Updated Hot Card list
 - Dates to make appointments for benefit replacement

Components of EOD (Networks)

Components of EOD *(Networks)*

- TxWIN displays a notice an hour before EOD executes (Nightly Processing Reminder).
- System shuts down.
- Data from State is received at your Clinic and added to your system.
- Old records are removed from your system.
- An End of Day report will appear on your screen.

Components of EOD *(Networks)*

Nightly Processing Reminder

- This message appears upon logging into TexasWin:
 - EOD Processing runs one hour after the time displayed in this message.

Components of EOD *(Networks)*

- Working late?
 - Call the Help Desk and have clinic hours extended.
- What if I forget to call or the help desk is closed and it's before EOD is scheduled to run?
 - Shut down
 - Reboot all workstations after the scheduled EOD run time
 - EOD will not process.

Setting Up Automatic End of Day

At the end of your day, leave the Workstation One, or Standalone system at the TexasWIN Logon screen. Turn off the other workstations in your admin or clinic.

Components of EOD (Manual - Portables)

Components of EOD *(Manual e.g., Portables)* EOD for Portables and some Standalones are run manually at the end of the workday.

From the TexasWin
UTILS Menu, select
the Menu Item:
End-of-day Processing

Components of EOD *(Manual e.g., Portables)*

Launch the manual End of Day process by selecting 'Y' for yes.

**End of Day
Report**

End of Day Report

- EOD Report will display on your system's screen:
 - Each work day morning on Workstation Ones and Standalone systems
 - When EOD is finished as with Portables

Interpreting End of Day Report

EOD Report records each EOD routine and shows the status of each step.

Bad End of Day Report

- Bad End of Day
 - Error messages in the report
 - Missing steps in the EOD process

Bad End of Day Report Example

- Nothing to Update
- ABEND
- Nothing received from State
- EOD Report is incomplete

Nothing Received from State

If your End of Day Report says: Nothing RCVD (*received*) from SA (*State*)

- Call the WIC Application Support Help Desk right away.
- Do not attempt to troubleshoot without the guidance of the Help Desk Support team.

Accessing an existing EOD Report

What if you need to view an existing EOD report?

From the main menu, go to

- Reports;
- System & Status;
- End-Of-Day Status.

Common Issues

End of Day Common Issues

- Identify if it is an EOD or Backup Problem.
Remember,
 - EOD sends data, to and/or receives data from, State;
and
 - Backups involve saving data to tape, DVD+RW or
CD-RW disk.

End of Day Common Issues

- Common EOD Problems
 - No Data received
 - Lack of Connection

End of Day Common Issues

- Improper setup for End of Day:
 - Did you leave your clinic's Workstation 1 or
Standalone at TexasWin Login?
 - On Networks, are all other workstations
down?
 - Collocated sites: Did you leave Workstation
One logged in as Runwic or Runadmin?

End of Day Common Issues

- An incorrect EOD Report date
 - *(If functioning properly, the EOD Report date and time changes each time EOD runs)*
- Blank items,abend, or skipped process

Summary

End of Day Processing Summary

- 1.&End of Day Processing is an exchange of data between your clinic and State.
- 2.&Always set up for End of Day each time you have clinic, or run a manual EOD at the completion of your clinic work day.
 - *For clinics that are only opened once or twice a week, run EOD prior to start of clinic.*

End of Day Processing Summary

3.& Always check your End of Day report at the start of your clinic work day (or after running EOD manually).

4.& If you have problems or issues, call the WIC Application Support Help Desk for assistance.

Review

End of Day Processing Review

Which of the following most closely defines End of Day Processing?

1. End of Day processing is an exchange of clinic or admin data with State.
2. End of Day processing sends information directly to your admin from your clinic.
3. End of Day processing is always done as a manual process.
4. All of the above.
5. None of the above.

End of Day Processing Review

Which of the following most closely defines End of Day Processing?

1. **End of Day processing is an exchange of clinic or admin data with State.**

End of Day Processing Review

For networks, what must you do in order for your clinic to be able to run End of Day?

1. Make sure to leave a backup tape in the server.
2. Re-boot Workstation One and leave it at the Windows login screen.
3. Make sure you leave Workstation One at the TexasWin login screen and shut down all other workstations.
4. All of the above.
5. None of the above.

End of Day Processing Review

For networks, what must you do in order for your clinic to be able to run End of Day?

3. **Make sure you leave Workstation One at the TexasWin login screen and shut down all other workstations.**

End of Day Processing Review

What should you do if your End of Day Report says Nothing received from State?

1. Check your End of Day setup.
2. Check your system network connections.
3. Call the WIC Application Support Help Desk.
4. All of the above.
5. None of the above.

End of Day Processing Review

What should you do if your End of Day Report says Nothing Received From State?

- 3. Call the WIC Application Support Help Desk.**

End of Day Processing Review

Which of the following statements is/are the most true?

1. Unless EOD is run, the most current Hot Card list will not transfer into the clinic's system.
2. The End of Day Report is displayed on all system screens.
3. The most common reason for failure of End of Day Processing is failure to properly set up for End Of Day.
4. 1 and 3 are correct answers.
5. All of the above.

End of Day Processing Review

Which of the following statements is/are the most true?

1 and 3 are both correct answers.

1. Unless EOD is run, the most current Hot Card list
3. The most common reason for failure of End of Day Processing is failure to properly set up for End Of Day.

Questions?

- Thank you for your participation.
- For technical questions please call the WIC Application Support Help Desk.
- If you have any questions or comments about this class, please email us at:

WicApplTraining@dshs.state.tx.us
or fax us at: 512-341-4479

Thank You

- Remember to always properly prepare for End of Day Processing!
