



Food Protection: Letters



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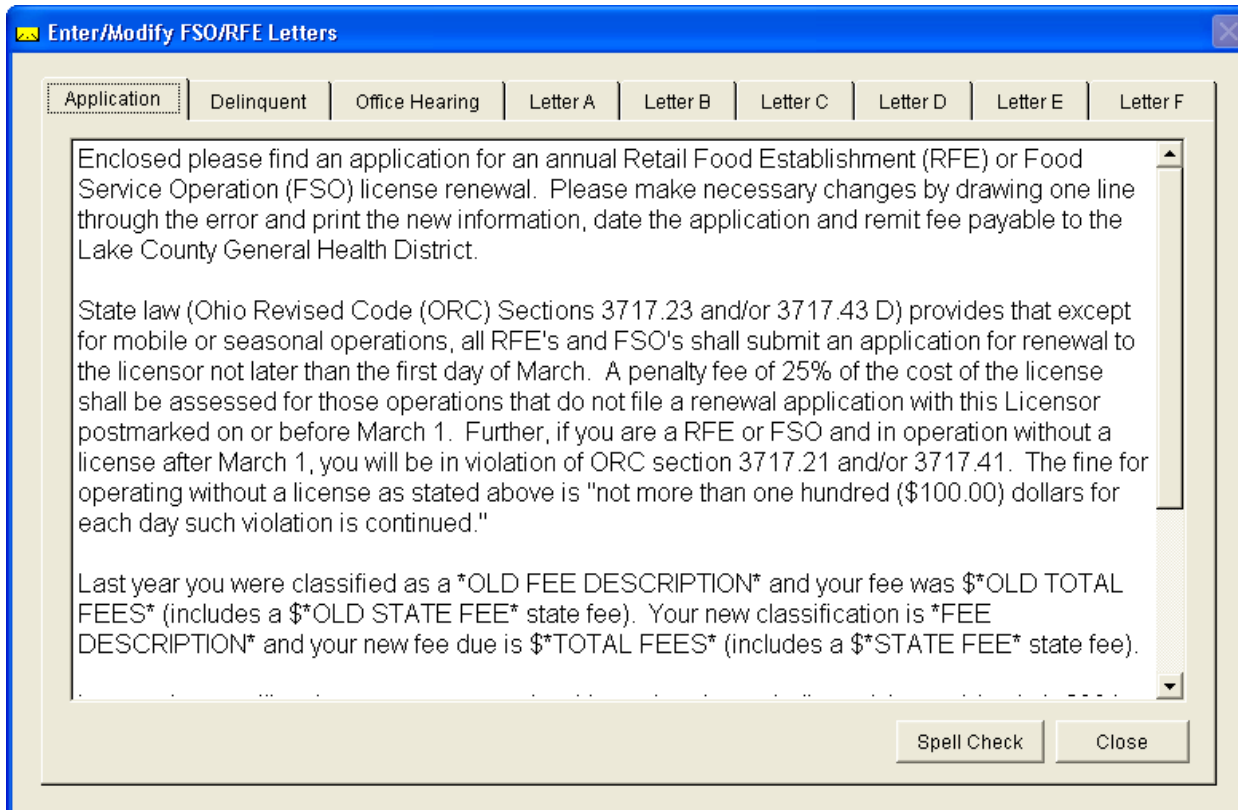
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Letters – RFEO/RFSO

This document will explain how to create letters in the HDIS Food Protection module using *keywords/placeholders*.



The screenshot shows a software window titled "Enter/Modify FSO/RFE Letters". It has a tabbed interface with tabs for "Application", "Delinquent", "Office Hearing", "Letter A", "Letter B", "Letter C", "Letter D", "Letter E", and "Letter F". The "Application" tab is selected. The main text area contains a letter template with the following content:

Enclosed please find an application for an annual Retail Food Establishment (RFE) or Food Service Operation (FSO) license renewal. Please make necessary changes by drawing one line through the error and print the new information, date the application and remit fee payable to the Lake County General Health District.

State law (Ohio Revised Code (ORC) Sections 3717.23 and/or 3717.43 D) provides that except for mobile or seasonal operations, all RFE's and FSO's shall submit an application for renewal to the licensor not later than the first day of March. A penalty fee of 25% of the cost of the license shall be assessed for those operations that do not file a renewal application with this Licensor postmarked on or before March 1. Further, if you are a RFE or FSO and in operation without a license after March 1, you will be in violation of ORC section 3717.21 and/or 3717.41. The fine for operating without a license as stated above is "not more than one hundred (\$100.00) dollars for each day such violation is continued."

Last year you were classified as a *OLD FEE DESCRIPTION* and your fee was \$*OLD TOTAL FEES* (includes a \$*OLD STATE FEE* state fee). Your new classification is *FEE DESCRIPTION* and your new fee due is \$*TOTAL FEES* (includes a \$*STATE FEE* state fee).

At the bottom right of the window are two buttons: "Spell Check" and "Close".

The HDIS system provides you the flexibility to write standard letters that can be sent to clients.

These letters will pull data through use of the *. The * is placed on each end of the field name that you want to pull into the letter.

These '*keywords*' can be looked at as a type of placeholder for the data you need entered.

Use **capital letters** to describe the field name.

The program allows for your Application, Delinquent, and Office Hearing letters along with six of your own letters.

Example: *OWNER* = TOM GORDON

Owner = Tom Gordon

owner = tom Gordon

Letters A-F: Allows for the batch printing of letters for each FSO/RFE, based on the **From Inspection Date** and **To Inspection Date** as well as which letter is to be printed.

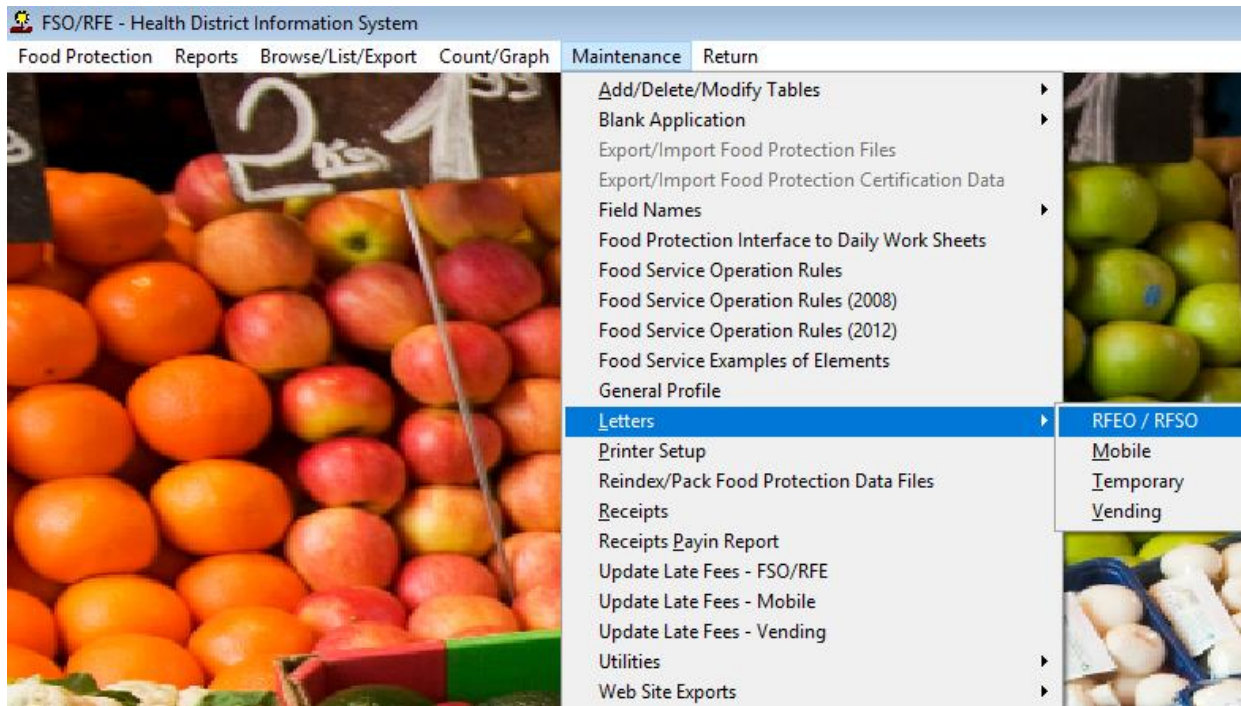
Letters-Applications: Generates the letter designated as the “Application” letter in Maintenance > Letters > RFE/FSO, for each FSO/RFE, based on the **From Inspection Date** and **To Inspection Date**.

Letters-Delinquent: Generates the letter designated as the “Delinquent” letter in Maintenance > Letters > RFE/FSO, for each FSO/RFE, based on the **From Inspection Date** and **To Inspection Date**. After printing these letters, you will be asked to update the late fee.

Letters-Hearings: Generates the letter designated as the “Office Hearing” letter in Maintenance > Letters > RFE/FSO, for each FSO/RFE, based on the **From Inspection Date** and **To Inspection Date**.

How to Create a Letter

In the Food Protection Module navigate to **Maintenance > Letters > RFE / RFSO**



There are multiple options for creating letters: **Application, Delinquent, Office Hearing, Letter A, Letter B, Letter C, Letter D, Letter E, and Letter F.**

For an example, we will click on “**Delinquent**”

Letters-Delinquent: Generates the letter designated as the “Delinquent” letter in Maintenance > Letters > RFE/FSO, for each FSO/RFE, based on the **From Inspection Date** and **To Inspection Date**. *After printing these letters, you will be asked to update the late fee.*

The screenshot shows a software window titled "Enter/Modify FSO/RFE Letters". At the top, there is a tabbed interface with buttons for "Application", "Delinquent", "Office Hearing", "Letter A", "Letter B", "Letter C", "Letter D", "Letter E", and "Letter F". The "Delinquent" tab is currently selected. The main content area is a large text box containing the following text:

RE: OUTSTANDING ACCOUNT

This is a reminder that your account balance of \$*TOTAL FEES* was overdue as of 30 days after *DATE ISSUED*. Enclosed is a statement of account for your reference. Please arrange payment of this account today or, if you cannot make full payment at this time, please contact us to make a payment arrangement that is mutually acceptable. Your prompt attention to this matter would be greatly appreciated. If you have any queries regarding this account, please contact our office as soon as possible. If payment has recently been made, please accept our thanks and ignore this reminder.

Regards,

BGI
Test Letter Team

At the bottom right of the text box, there are two buttons: "Spell Check" and "Close".


Notice the filter keywords/placeholders in the text: ***TOTAL FEES*** and ***DATE ISSUED***

There is a list of the filter keywords [field names] at the end of this document.

The letter will automatically save after it has been typed.

Do not worry about the letter header – HDIS was created to automatically take care of that for you.

Navigate to **Reports > FSO/RFE > Letters-Delinquent**

 FSO/RFE - Health District Information System

[Food Protection](#) [Reports](#) [Browse/List/Export](#) [Count/Graph](#) [Maintenance](#) [Return](#)

Inspection Data Mining

FSO / RFE

Mobile

Temporary

Vending

Food Service List With Last Inspection

Food Service List With Daily Work Sheet Inspections

Total Inspection/Travel Time

ODH-License Report

ODH-Transmittal Report

ODA-License Report

ODA-Transmittal Report

Applications

Certification Compliance

Critical/Non-Critical Violations

Envelopes-Location

Envelopes-Mail to

Filing Labels

Inspection Tracking by Inspector

Inspection Tracking by Political Subdivision

Inspections (Batch)

Inspections (Followup)

Inspections (List)

Labels-Location

Labels-Mail to

Labels-Mail to (all)

Labels-Parent Company, Street, City, State, Zip

Letters A-F

Letters-Applications

Letters-Delinquent

Letters-Hearings

Licenses/RFE

Licenses/FSO

List

List-Audit #

List by Class

List by Inspectors

Required Inspections Versus Inspections Done

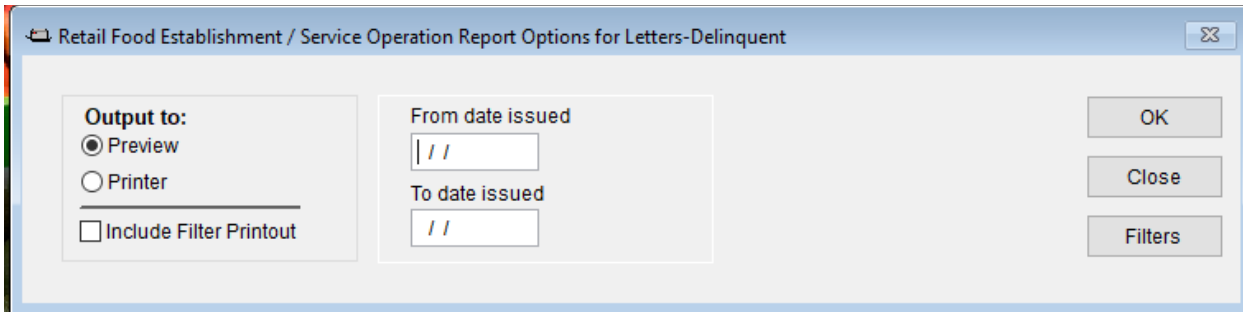
Required Inspections Versus Inspections Done By Inspector

Food Violations Statistics

Standard Inspection Violations (Detail)

Standard Inspection Violations (Summary)

A screen will pop up to enter the: **From date issued** and **To date issued**



Retail Food Establishment / Service Operation Report Options for Letters-Delinquent

Output to:
☒ Preview
☐ Printer
☐ Include Filter Printout

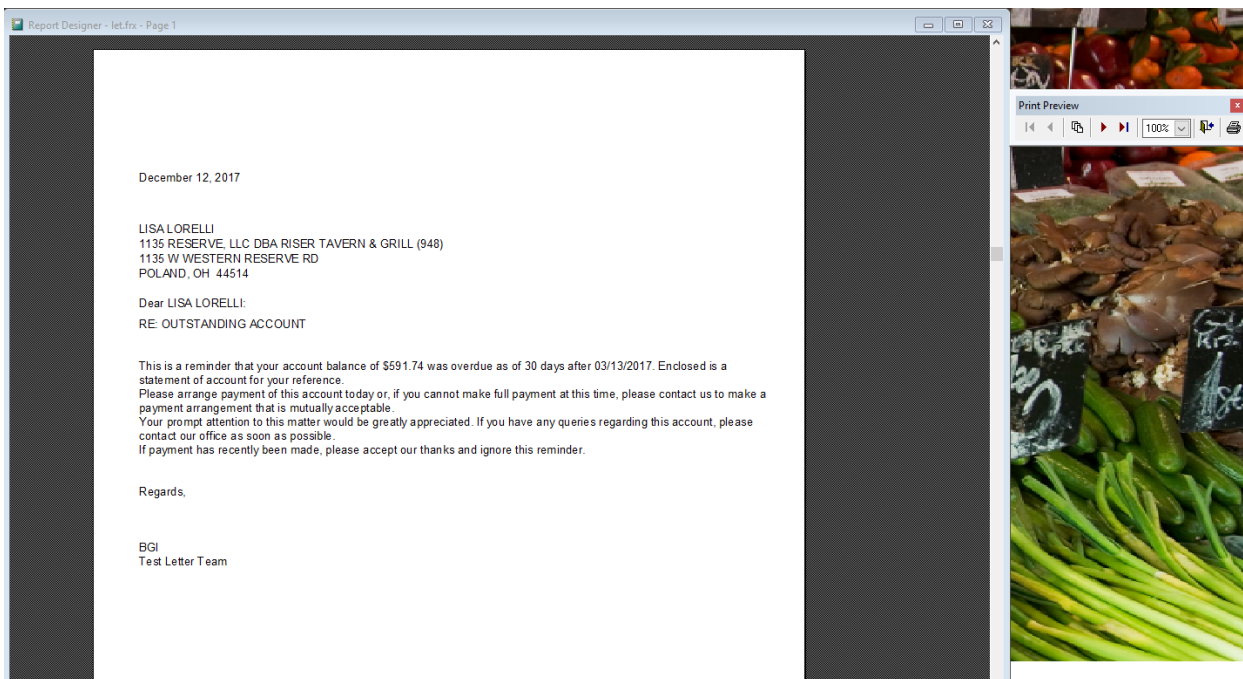
From date issued
//

To date issued
//

OK
Close
Filters

If you want to filter the letters click “**Filters**” to make the letters more specific than date range.

Enter the dates and click “**OK**”.



Report Designer - let.fx - Page 1

December 12, 2017

LISA LORELLI
1135 RESERVE, LLC DBA RISER TAVERN & GRILL (948)
1135 W WESTERN RESERVE RD
POLAND, OH 44514

Dear LISA LORELLI:
RE: OUTSTANDING ACCOUNT

This is a reminder that your account balance of \$591.74 was overdue as of 30 days after 03/13/2017. Enclosed is a statement of account for your reference.
Please arrange payment of this account today or, if you cannot make full payment at this time, please contact us to make a payment arrangement that is mutually acceptable.
Your prompt attention to this matter would be greatly appreciated. If you have any queries regarding this account, please contact our office as soon as possible.
If payment has recently been made, please accept our thanks and ignore this reminder.

Regards,

BGI
Test Letter Team

Print Preview
100%

The letters will automatically generate with the header, names, and current date. The fees overdue date is shown from the filter keywords you placed in the letter from the Maintenance section.

General Profile to Edit Letter Margins and Letterheads

If you need to adjust margins or add a Letterhead:

Go to **Maintenance > General Profile > General Tab**

General Profile

Demographics **General** Management Environmental Community & Public Health Services Vital

☐ Activate Pull-Downs

☐ Default to Profile Area Code

Amount Per Mile

☐ Display Odometer Readings for Daily Work Sheets

Name of Signature File

Export / Import Server Location

☐ This is a Lap Top for Export / Import Function

Options for Printing Letters

Letters-1/4 inches from top

☐ Letters - 1" left margin

☐ Letters - 2" left margin

☐ Letters - 2 1/4" left margin

☐ Letters - 2 1/2" left margin

☐ Print Return Address on Envelopes

☐ Use HDIS Letterhead (jpg)

☐ Use HDIS Letterhead (bmp)

NPI # - Used for Receipts

Environmental

☐ Use Street Name Table (STRNAMES)

☐ Use Street Number & Name Table (STRNN)

☐ Use Street #, Name, Table-City of Cleveland (STREETS)

☐ Use Street #, Name, PS Table (STRNNPS)

Text for letter used in example:

RE: OUTSTANDING ACCOUNT

This is a reminder that your account balance of \$*TOTAL FEES* was overdue as of 30 days after *DATE ISSUED*. Enclosed is a statement of account for your reference.

Please arrange payment of this account today or, if you cannot make full payment at this time, please contact us to make a payment arrangement that is mutually acceptable.

Your prompt attention to this matter would be greatly appreciated. If you have any queries regarding this account, please contact our office as soon as possible.

If payment has recently been made, please accept our thanks and ignore this reminder.

Regards,

BGI

Test Letter Team

Field Names/Placeholders – RFE0/RFSO

2ND LAST CCP INSPECTION

2ND LAST INSPECTION

2ND MAILING ADDRESS NAME

2ND RESUBMIT

3RD LAST INSPECTION

AIR COMPLIANCE

AIR COMPLIANCE INSP. DATE

ADUIT #

CCP INSPECTION INTERVAL

CATERING

CITY

CRITICAL INSPECTIONS

DATE ISSUED

DATE PAID

DUPLICATE DATE ISSUED

E-MAIL BUSINESS OPERATOR

E-MAIL BUSINESS OWNER

E-MAIL CHAIN OWNER

E-MAIL MANAGER

E-MAIL OTHER

ESTABLISHED DATE

EXTERNAL ID#

FAX #

FSO

FSO ENDORSEMENT

FEE CODE

FEE DESCRIPTION

GIS/STREET

GIS/STREET #

GIS/STREET DIRECTION

GIS/STREET SUFFIX

GIS/STREET SUFFIX DIR

GIS/STREET TYPE

GIS/LAT-DECIMAL

GPS/LON-DECIMAL

ID #

INDIVIDUAL CERTIFIED #

INDIVIDUAL CERTIFIED INDIVIDUAL

INSPECTION INTERVAL

INSPECTOR

INSPECTOR'S CODE

LAST CCP INSPECTION

LAST DATE MODIFIED

LAST INSPECTION

LATE FEE

LEVEL ONE TRAINING

LIMITED

LOCAL FEE

MAILING ADDRESS CITY

MAILING ADDRESS NAME

MAILING ADDRESS PHONE #

MAILING ADDRESS STATE

MAILING ADDRESS STREET

MAILING ADDRESS ZIP

NAME

NAME OF OPERATOR

NON-CRITICAL INSPECTIONS

NOTE

OOB

OOB DATE

PR 30 DAY FOLLOW UP

PR APPLICATION DATE

PR APPROVED DATE

PR DATE PAID

PR DISAPPROVED DATE

PR FEE CODE

PR FEE DESCRIPTION

PR INSPECTOR

PR INSPECTOR CODE

PR LOCAL FEE

PR NOTES

PR OPENING INSPECTION

PR RECEIPT #

PR RESUBMITTED

PR SUBMITTED DATE

PWS/EPA

PHONE

PLAN REVIEW TYPE

POLITICAL SUB. CODE

POLITICAL SUB. DIST.

POLITICAL SUB. NAME

PRIVATE WATER SUPPLY

RFE

RFE ENDORSEMENT

RECEIPT #

SEASONAL

SERVICE

SERVICE CODE

STATE

STATE FEE

STREET

TOTAL FEES

TRANSFER DATE ISSUED

WATER SAMPLE FEE

WEBSITE

ZIP

Field Names/Placeholders – Inspection

12 ARTICLES-CEASE USE

12 CRITICAL

13 CRITICAL

13 RECORDS

14 CRITICAL

14 CRITICAL

14 FOOD SAMPLE COLLECTED

2.1 CRITICAL

2.1 EMPLOYEE HEALTH

2.2 CRITICAL

2.2 PERSONAL CLEANLINESS

2.3 CRITICAL

2.3 HYGIENIC PRACTICES

2.4 CRITICAL

2.4 SUPERVISION

20 CRITICAL

20 EXISTING FACILITIES AND EQUIPMENT

27 EMBARGO OF FOOD

27 EMBARGO OF FOOD CRITICAL

3.0 CRITICAL

3.0 SAFE, UNADULTERATED AND HONESTLY PRESENTED

3.1 CRITICAL

3.1 SOURCES, SPECIFICATION. CONTAINERS

3.2 CRITICAL

3.2 PROTECTION FROM CONTAMINATION AFTER
RECEIVING

3.3 CRITICAL

3.3 DESTRUCTION OF ORGANISMS

3.4 CRITICAL

3.4 LIMITATION OF GROWTH OF ORGANISMS

3.5 CRITICAL

3.5 IDENTITY, PRESENTATION, ON PREMISE LABELING

3.6 CRITICAL

3.6 DISCARDING OR RECONDITIONING UNSAFE,
UNADULTERATED

3.7 CRITICAL

3.7 SPECIAL REQUIREMENTS FOR HIGHLY SUSCEPTIBLE
POPULATION

30 DAY

4.0 CONSTRUCTION AND REPAIR

4.0 CRITICAL

4.1 CRITICAL

4.1 DESIGN AND CONSTRUCTION

4.2 CRITICAL

4.2 NUMBERS AND CAPACITIES

4.3 CRITICAL

4.3 LOCATIONS AND INSTALLATIONS

4.4 CRITICAL

4.4 MAINTENANCE AND OPERATION

4.5 CLEANING

4.5 CRITICAL

4.6 CRITICAL

4.6 SANITIZING

4.7 CRITICAL

4.7 LAUNDERING

4.8 CRITICAL

4.8 PROTECTION OF CLEAN ITEMS

5.0 CRITICAL

5.0 WATER

5.1 PLUMBING SYSTEM

5.1 CRITICAL

5.2 CRITICAL

5.2 MOBILE WATER TANK AND MOBILE FSO TANK

5.3 CRITICAL

5.3 SEWAGE, LIQUID WASTE AND RAIN WATER

5.4 CRITICAL

5.4 REFUSE, RECYCLABLES, AND RETURNABLES

6.0 CRITICAL

6.0 MATERIALS FOR CONSTRUCTION

6.1 CRITICAL

6.1 DESIGN, CONSTRUCTION AND INSTALLATION

6.2 CRITICAL

6.2 NUMBERS AND CAPACITIES

6.3 CRITICAL

6.3 LOCATION AND PLACEMENT

6.4 CRITICAL

6.4 MAINTENANCE AND OPERATION

7.0 CRITICAL

7.0 LABELING AND IDENTIFICATION

7.1 CRITICAL

7.1 OPERATIONAL SUPPLIES AND APPLICATIONS

7.2 CRITICAL

7.2 STOCK AND RETAIL SALE SEPARATION

8.0 CRITICAL

8.0 FRESH JUICE PRODUCTION

8.1 CRITICAL

8.1 HEAT TREATMENT DISPENSING FREEZERS

8.2 CRITICAL

8.2 CUSTOM PROCESSING

8.3 BULK WATER MACHINE CRITERIA

8.3 CRITICAL

8.4 ACIDIFIED WHITE RICE

8.4 ACIDIFIED WHITE RICE CRITICAL

9.0 CRITICAL

9.0 FACILITY LAYOUT AND EQUIPMENT SPECIFICATIONS

901:34-15 EMBARGO

CATEGORY/DESCRIPTIVE

COMPLAINT

CONSULTATION

FBI

FOLLOW UP

FOLLOW-UP DATE

FOLLOWUP INSPECTOR'S CODE

INSPECTED BY

INSPECTED BY CODE

INSPECTION DATE

INSPECTION TIME

NUMBER OF CRITICAL VIOLATIONS

NUMBER OF VIOLATIONS

OTHER (SPECIFY)

OTHER SPECIFIED

OTHER TIME

PRELICENSING

R.S./SIT #

READ ONLY

RECEIVED BY

SAMPLE DATE

STANDARD

TITLE
TRAVEL MILES
TRAVEL TIME